DOCUMENT RESUME

ED 115 286 IR 002 834

AUTHOR Greer, Roger C.
TITLE The Anatomy of a Small Public Library: A Study of Current and Projected Needs of a Suburban Community and New Town with a Proposed Plan for Library Development.
SPONS AGENCY Baldwinsville Library Association, N.Y.; New York State Urban Developmental Corp., Albany.
PUB DATE Mar 74
NOTE 112p.
AVAILABLE FROM Roger C. Greer, Syracuse University, School of Information Studies, 113 Euclid Avenue, Syracuse, New York 13210

EDRS PRICE MF-$0.76 Plus Postage. HC Not Available from EDRS.
DESCRIPTORS Community Attitudes; *Community Characteristics; Financial Support; Futures (of Society); Information Centers; Information Needs; Library Collections; *Library Planning; Library Services; Library Standards; Personnel Needs; *Public Libraries; School Libraries; Use Studies
IDENTIFIERS *New York (Baldwinsville); New York (Lysander); School Public Libraries

ABSTRACT

A study was made of the Baldwinsville (New York) public library and nearby developing areas, including the Lysander New Community, in order to discover current and future library service needs and to make recommendations for meeting those needs. Existing data, library statistics, and a survey were used to analyze the library and its community. The library was found to have inadequate funding, facilities, services, and personnel to meet the needs of the community. Recommendations were: (1) to recharter the library as a school district public library; (2) to ask voters for a $50,000 budget for 1974; (3) to increase space immediately, with the ultimate goal of three new facilities; (4) to expand the collection toward a goal of 100,000 by 1982; (5) to increase staff; (6) to increase services to adults; (7) to coordinate services to children with the schools; and (8) to develop an experimental information center at a branch library in Lysander. Scattered throughout the text are 42 tables and figures showing demographic information, library data, and results of a user survey. (LS)

****
* Documents acquired by ERIC include many informal unpublished *
* materials not available from other sources. ERIC makes every effort *
* to obtain the best copy available. Nevertheless, items of marginal *
* reproducibility are often encountered and this affects the quality *
* of the microfiche and hardcopy reproductions ERIC makes available *
* via the ERIC Document Reproduction Service (EDRS). EDRS is not *
* responsible for the quality of the original document. Reproductions *
* supplied by EDRS are the best that can be made from the original. *
****

ED115286

THE ANATOMY OF A SMALL PUBLIC LIBRARY: A STUDY OF CURRENT AND PROJECTED NEEDS OF A SUBURBAN COMMUNITY AND NEW TOWN WITH A PROPOSED PLAN FOR LIBRARY DEVELOPMENT

by

Roger C. Greer, Professor
School of Information Studies
Syracuse University
Syracuse, New York 13210

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

"PERMISSION TO REPRODUCE THIS COPYRIGHTED MATERIAL BY MICROFICHE ONLY HAS BEEN GRANTED BY

Roger Greer

TO ERIC AND ORGANIZATIONS OPERATING UNDER AGREEMENTS WITH THE NATIONAL INSTITUTE OF EDUCATION. FURTHER REPRODUCTION OUTSIDE THE ERIC SYSTEM REQUIRES PERMISSION OF THE COPYRIGHT OWNER."

A Report prepared for the
Urban Development Corporation
and the Baldwinsville Library
Association.

March, 1974

IR 002 834

PREFACE

This study was conducted for the Baldwinsville Library Association and the Urban Development Corporation (UDC), a corporate governmental agency of the State of New York under the terms of contract #F20005.

Too many people have contributed to the contents of this Report to name them all. Without their generous contributions of information, ideas and suggestions this effort would have been impossible to do.

The library board and staff have been generous of time and patience during the long process of data gathering and analysis. Their responses to earlier drafts of individual chapters have helped to shape the final form of the study. Similarly, UDC personnel associated with the Lysander New Community provided assistance, encouragement and helpful suggestions at every stage of preparation of this study.

A few individuals must be identified for special notes of appreciation. Dr. Richard Dougherty assisted in the planning of the proposal and initial data gathering phase. Mrs. Marie Green and Miss Judith Baker assisted in collection of data on the community and library users. Mrs. Bonnie Kisselstein made a significant contribution to several phases of data gathering and analysis. Mr. Daniel O'Connor was primarily responsible for the design, testing, data collection, analysis and initial draft of the library user study (Chapter V).

Miss Ann Douglass bore the brunt of the organization of data, typing drafts - from first to last - and the "wheel spinning" in between. Without her enormous talents as a typist, editor and critic, this work would have remained uncompleted. Another critic and advisor whose patience and counsel were essential was the librarian of the Onondaga Free Library, my wife, Mrs. Natalia Greer. Mr. Larry Fuller, President of the Baldwinsville Library Association, remained steadfast in encouragement, patience and "prodding". His contributions were enormous and greatly appreciated.

Finally, and perhaps most importantly, words cannot express the debt owed to Mr. Theodore Durgee for his quiet wisdom, enthusiasm and vision of the future Baldwinsville Public Library. Consequently, it seems eminently appropriate to dedicate the study to his memory. In so many ways, it is as much his study as mine.

Roger C. Greer

March, 1974
Syracuse, New York

TABLE OF CONTENTS

Page

Preface i

A Summary of General Conclusions and Recommendations 1

Chapter I. Introduction 7

- Purpose and Scope 8
- Methodology 9

Chapter II. The Towns of Lysander and Van Buren 13

- General Background 13
- Physical Characteristics 13
- Transportation 14
- Population Characteristics 14
- Education 17
- Schools 22
- Organizations and Groups 23
- Churches 23
- Commercial and Communication Environment 24
- Summary and Suggested Implications for Library Service 24

Chapter III. Baldwinsville Library Resources 26

- Introduction 26
- Origin and Development 26
- Organization 27
- Recommendation 29
- Library Staff 29
- Financial Resources 31
- Sources of Income 36
- Facilities 38
- Library Information Resources 41
- Book Collection: Evaluation 43
- Relationship with other libraries and the Onondaga Library System (OLS) 54

Chapter IV. The Library: Services 57

- Library Service Hours 57
- Registration and Circulation 58
- Reference and Information Services 65
- Services to Groups 67
- Displays, Reading Lists, etc. 69
- Technical Services 69
- Summary 70

Page

Chapter V. Baldwinsville Library Association: Users and Non-Users 72

Methodology 72
Analysis of Responses 73
Conclusions and Implications 86

Chapter VI. A Phased Plan for the Development of Library Service 89

Assumptions 89
The Baldwinsville Central School District: The Recommended Library Service Area 90
The BLA: Recommendation for Reorganization and Administration 90
Recommendations for Immediate and Near Future Action 95
Recommendations for Long-term Goals and Objectives: Facilities 97
Recommendations for Long-term Goals and Objectives: Services 100
Conclusion 104

List of Tables

1 Population Summaries and Projections for Towns of Lysander and Van Buren 15

2 Population by Age Group-1970 Census 16

3 Education Characteristics of Adult Population 25 Years or Older 17

4 Occupational Characteristics of Area 19

5 Employment Status of Area Population 16 Years and Older 20

6 Population 16 Years and Older Not in Labor Force 21

7 Profiles of Family Income 22

8 Library Personnel 30

9 BLA Budgets 32

10 Sources of Tax Support for the BLA - 1957-1972 37

11 Minimum Space Requirements (square feet) 40

12 BLA Information Resources 41

13 1972 BLA Book Collection and Interim Standards Recommendations for populations of 25,000 and 50,000 42

14 Distribution of Adult Sample Titles by Classification and Use 45

15 Comparison of Sample Data with Holding and Circulation Data in BLA *Annual Report* for 1972 47

16 Comparison of BLA Non-Fiction Use Data with Bundy and Monat Studies 48

Page

17 Imprint Dates of Adult Books 49
18 Age of Fiction Titles Contrasted with Use During 1971-72 50
19 Age of Non-Fiction Titles Contrasted with Use During 1971-72 51
20 Number of BLA Sample Titles Found in Recommended Lists 52
21 Analysis of Children's Collection by Age and Use 52
22 Children's Titles Listed in Children's Catalog (CC) 53
23 Sex Distribution of Registration Sample 59
24 Sample Subjects Who Used or Were Registered to Use BLA 61
25 Adult Registration and Use of BLA 64
26 Children's Registration and Use of BLA 64
27 Schedule of Library User Interviews 73
28 Characteristics of Users by Occupation and Sex (N=46) 74
29 Educational Characteristics of Library Users (N=46) 75
30 Approximate Age Distribution (N=46) 76
31 Distance Travelled from Home to Library (N=46) 77
32 Distance Travelled from Home to Library by Occupational Group (N=46) 78
33 Responses to question, "Would you like to see the library located closer to your home?" After answering "No" (N=42), users were asked "Why not?" (n > 42 because several answers could be given). 80
34 Satisfaction with Library (N=46) 80
35 Changes Desired in Library (n=34; N=46) 81
36 Comments About the Library (N=46; n=15) 82
37 Reasons for Coming to Library 83
38 Use of Library on Previous Visit 84
39 Frequency of Use 85
40 Other Library Use (n=28) 86

List of Figures

1 Library Service Hours: Weekly 58
2 Census Districts 114-119: Central School District No.1 62

A SUMMARY OF GENERAL CONCLUSIONS AND RECOMMENDATIONS

General Conclusions

The data collected and analyzed in the early chapters of this Report present a comprehensive picture of the current status of the community and its public library. It is abundantly evident that the area within the boundaries of the central school district is experiencing a period of dynamic growth and development. New residents, new institutions, new businesses, new industries, and even new communities are becoming commonplace topics of discussion in this area. New patterns of behavior occur overnight with the opening of a new shopping center, highway or supermarket.

Despite this unprecedented rate of change, the area appears to have maintained a strong sense of community identity. The assimilation of change while preserving and strengthening community cultural and social patterns is a rare phenomenon in our increasingly complex society. There is ample evidence of the maintenance of this strong community homogeniety throughout the body of this Report. The number of organized groups (at least 130) and the diversity of their interests is a significant example of this evidence.

Another example or measure of this community identity is clearly demonstrated by the unexpectedly high usage of the public library. Nevertheless, data presented in several chapters of this Report lead to the inescapable conclusion that the library is seriously inadequate to satisfy the needs of the community. It has inadequate funding, facilities, collections, services and personnel.

An analysis of data regarding the population of the area indicates a similarity with suburban communities of comparable size with regard to occupations, income levels, educational attainments and patterns of business, social and cultural activity. Characteristics of library borrowers were also studied and compared with data from other parts of the country. Again, a number of similarities are evident. Thus the typical adult public library user in Baldwinsville enjoys an income above the community median; is educated at the high school level or beyond; if employed, the position will be in the professional, managerial or white collar category; and if a woman, she is likely to be a housewife who also borrows books for other members of her family. A noteworthy exception to this general pattern is the significantly lower proportion of library borrowers to the total population.

Not only are there proportionately fewer users than elsewhere, but the Baldwinsville borrower's library use is limited to recreational reading. This limitation is imposed by a lack of resources and services available in the library rather than a lack of need or interest in other materials. In fact, the evidence presented in this Report indicates a serious need for expanded public library facilities, resources and services for this community. Furthermore, there appears to be a corresponding willingness and capability to support a dynamic program of development.

General Recommendations

The following is a summary of general recommendations which are suggested as possible actions for development of a minimum level of library service for a population of approximately 50,000 people by 1982.

Organization

> Recommendation: The Baldwinsville Library Association should be dissolved as a private non-profit library association and become rechartered as a school district public library serving the area encompassed by the boundaries of the Baldwinsville Central School District.

As a private non-profit library association, the public library is not entitled to a specified portion of any public revenues. Consequently, it has no fixed and viable means of support. Although support for the library has been provided in various amounts by the Village, the two towns, the central school district and private donations during its more than twenty-five years of existence, it has not received adequate annual support to accomplish its chartered objectives. Moreover, because of the variety of sources of funding the taxpayer has been charged at least twice, three times if a Village resident, and possibly again if he makes a private contribution.

The above recommendation will establish the public library as a component of a legal jurisdiction. This will entitle it to public funds depending upon voter response in the ballot box. The establishment of a reasonable level of continued support will enable the library board to adopt and seek approval of a plan for developing adequate resources and services to meet the current and long-range needs of the community.

> Recommendation: The library operating budget presented for voter referendum in 1974 should be approximately $50,000.

The first step toward a long-range goal of adequate library services requires an initial operating budget large enough to accommodate inflationary influences while achieving some progress toward improvement and expansion of services. A minimum initial budget of $50,000 will permit a modest increase of funds for the acquisition of material, the addition of staff and the maintenance of expanded quarters. Since this budget is less than half of the amount recommended by the American Library Association, annual increases of at least 25% should be expected until the library achieves its goals.

Facilities

> Recommendation: The library should be moved immediately to temporary quarters containing 4,000-6,000 square feet.

The present facility has approximately 1,000 square feet of space designed for the needs of a home. Consequently, these quarters are inadequate for the current limited library operation in amount and organization of available space. New quarters are urgently needed. Construction of a new library will require several years from initial decision to its dedication. Improvements and expansion of collections and services must begin immediately. Therefore, a move to interim quarters large enough to accommodate an expanding operation for approximately five years should be undertaken as soon as possible.

> Recommendation: The building program for the next decade should include plans for three facilities: a main library located in or near the Village of Baldwinsville, a branch library in the Village Green-Seneca Knolls area, and a branch in the Lysander New Community.

Space needs for a library serving a population of 50,000 people are conservatively estimated at approximately 25,000 square feet. Planning for the main library building should begin immediately and include consideration for concurrent or subsequent construction and development of branch library services in the Village Green-Seneca Knolls area and the Lysander New Community. In addition, planning should include consideration for coordinated services to children from the various school media centers in the district. Inasmuch as the population of this area will continue to grow, each of the library facilities should be planned and designed for subsequent expansion. If the new central library remains on the north side of the Village, special attention must be given to the services to the south side, especially for children. If possible, each of these library facilities should be located with a consideration for the coordination of collections in the school media centers - particularly during the summer months.

Material Resources

> Recommendation: The library collections should be expanded toward a goal of 100,000 volumes for a population of 50,000 people by 1982.

At present, the library collection is particularly inadequate in the areas of non-fiction and reference resources. The adult fiction and children's collections are also inadequate but to a lesser extent than non-fiction. Increases in non-book materials such as periodicals, newspapers, microforms, etc. are also necessary.

Because of current space problems, an initial program of systematic weeding of the collections is required. Nevertheless, space for significant additions to the collection will not be available until larger quarters are occupied.

Personnel Resources

Recommendation: During 1974, the library should add a full-time professional librarian and library assistant to the staff.

A library serving a population of 50,000 people will require a staff of approximately 20 full-time employees. The present staff (2-1/2 full-time-equivalent plus volunteers) is strained to accomplish existing workload requirements. In addition, the library board is required to undertake commitments which should not be added to their other responsibilities. The addition of a professional librarian is essential to the orderly transition from an association to school district library. This person should be responsible for planning and supervising the various stages of change accomplished during the coming year.

Another person must be added as soon as space is available (new quarters) in which this person may work. Subsequently, additional personnel should be added to the staff as increased services, such as reference and branch libraries are programmed for development.

Services

Recommendation: A long-range plan for increased services to adults must be adopted as soon as larger quarters are occupied and prior to construction of a new main library facility.

Present library services for adults are restricted for the most part by the lack of facilities, staff and resources. While the lending of books will probably remain as the most important service to individuals, the community cannot enjoy the full value of a library unless other significant services are added. First, the hours of service must be extended from the present 42 to 60 hours per week. With the addition of more staff, the long-range goal should be a library open every day from early morning to late evening during week days and afternoons and evenings on Sunday.

Although branch facilities need not maintain the same hours as the central library, hours of access should be carefully planned to match the free time of potential users.

Following the extension of service hours, the next step should be the development of reference and information services including telephone reference service. Eventually, as personnel and space are available, other services should be inaugurated. These include special services to particular age or interest groups such as senior citizens, institutionalized, handicapped, organizations, businessmen, governing officials, students, commuters and rural areas. Some of the forms these services may take include a "books by mail" service, governmental reference services, an information referral service, a delivery service, a drive-in window, provision of meeting space, sponsorship of cultural programs, such as art shows, concerts, etc.

Employment of new technologies such as cable television will enable the library to provide services directly to the homes of individuals and groups. Coordinated services with the county and state library agencies will enable the library to develop information services by means of computer terminals linked to large data bases in other parts of the county, state and nation.

Recommendation: Service to children should be coordinated with the schools to eliminate unnecessary duplication of collections and services.

Since the needs and interests of children remain somewhat the same whether using the school or public library resources, a coordinated effort should be made to utilize the resources of the schools during the after-school hours as well as weekend and vacation periods. Support for additional personnel should be provided by the public library to supplement the contribution of facilities and material resources provided by the schools.

Recommendation: The branch library for the Lysander New Community should be developed as an experimental information center as well as an integrated component of this community's recreational and cultural complex.

In addition to the provision of routine conventional library services, this branch should develop the capacity to serve as an information center and clearinghouse for this community. Its services should be geared to the specific daily information needs of the new residents in this area. These services will be less "book-oriented" than conventional reference services. In other words, the service will range from referrals to other agencies and individuals to the maintenance of a community calendar and directory of individuals, groups and agencies whose indicated interests, knowledge, services or talents are of interest or needed by other members of the community.

This type of service is a relatively recent development in public libraries. When its success has been demonstrated in the Lysander New Community, this service should be extended throughout the entire district.

As a component of the recreational and cultural complex of this community, the library can coordinate its program of services with other agencies to achieve maximum utilization of resources, personnel and facilities.

CHAPTER

I. INTRODUCTION

In a typical American home there is a corner, a wall, or perhaps a room for the storage and display and use of family photographs, memorabilia, and books. This area is usually reserved for items that provide information as well as recreational reading or nostalgic reflection. The choice of these materials is often determined by two overriding criteria: utility for use and appropriateness for conveying an image to the casual observer. The size of the collection, its place in the home, the balance of material - number of books, mementos, etc. - and indications of use are all conscious or unconscious clues to the personality of this person. By observing other characteristics such as interior decorating, home design, landscaping and up-keep, the casual observer may acquire a considerable amount of information about an individual or family. A similar procedure can be applied to the community in which this home is located.

The "corner" of the community reserved for collected resources for information, recreation, self-education and serious reflection is the public library. It ". . .is a way of escape from the narrow area of our individual lives into the field, finite, no doubt, but unbounded, of the wisdom and experience of all mankind."[1] There are other means available to "tune in" to the wider horizons of the region, nation and world such as television, radio, newspapers, etc. However, Dan Lacy has defined the library as "almost alone among the devices of our society. . . (which reverses the ratio of the). . .single reader or listener or seeker to myriad sources of information, ideas and inspirations among which he can choose, rather than. . .the single voice to an audience of millions. . .As such (the Library) is the specific complement to the mass media."[2]

These descriptions of the role of the library in the community conform to the historic role, which is aptly described by the cliche "the memory of a society". This function has traditionally been served by the main activity of collecting, organizing and storing books and other materials for use by the members of the community.

This role is necessary, and, as Lacy indicates, more and more important as our mass communication media become more pervasive. However, the explosion in print and other non-book materials has made it abundantly clear that a community library cannot possibly serve this archival or "memory" function within the constraints of local physical and financial resources. Therefore, the concept of cooperative regional library systems has been implemented in New York and many other states within the past two decades.

This systems concept may be described by the analogy of abridged and unabridged dictionaries. The unabridged dictionary is the larger, comprehensive work which includes current as well as obsolete words of the language. As such, it attempts, to some extent, to serve the purpose of an inventory of all words of a language including examples of usage. In the context of a public library system, a similar role is performed by the central research library of the region.

In Onondaga County, the main library of the Syracuse Public Library serves the region in a role similar to an unabridged dictionary; that is, it attempts to acquire, store and organize for use those materials that are of current interest, as well as retrospective materials of decades and ages past. Because of the magnitude of this task, the Syracuse Public Library must rely on other larger collections in the area (e.g., university libraries, the State Library, the New York Public Library, etc.). With this network of libraries, the citizens of a particular region may have access to all material needed.

The community library is to the central library as the abridged dictionary is to the unabridged dictionary. While the unabridged dictionary is comprehensive or all-inclusive in scope, the abridged dictionary is selective. It includes only those current words that are actively used by the people using a language. It attempts to include new words as they appear and delete words that are no longer used. Regardless of the age of a word, if actively used, orally or in print, it will likely remain in the abridged dictionary.

Although a community library must tailor itself to the specific needs and interests of a community, it serves a similar function with respect to the thoughts, ideas, and events of the period. Items for which there is an active interest are included in the library collection, while ideas and materials no longer of general interest are removed and if needed, the library user is referred to the collections of the central library. A similar relationship exists with respect to other types of services to the community. Certain services must be available locally such as story hours for children and reference services. However, such things as inter-library loan activities, preparation of publicity and processing of materials can best be accomplished at the county or regional level.

Purpose and Scope

The purpose of this study was to develop a master plan for the

Baldwinsville Library Association (hereinafter referred to as the BLA). Consideration for alternative organizational patterns and sources of funding are included in the plan. Also included are recommendations for a phased program of development for facilities, resources and services for the next several years to 1980.

In order to plan effectively for future development of library service to the population of the Baldwinsville Library district, a comprehensive analysis of the existing situation was necessary. Therefore, specific consideration has been given to the general characteristics of the community, organization, administration, and funding of the library, existing library facilities, staff and material resources of the library, existing library services, and attitudes of a sample of library users. In addition, current and projected plans for the Lysander New Community (hereinafter referred to as LNC) and other developing areas have been studied and incorporated in the plan.

Originally, this report was to include alternative plans of development for the BLA and the LNC as separate and independent library service agencies. As the study progressed, it became increasingly evident that this was not a viable alternative. Neither community could successfully develop, finance nor maintain satisfactory library resources and services for their respective populations on an independent basis. Therefore, with the concurrence of the BLA board and the LNC representatives of the Urban Development Corporation, this alternative was not included in the report. Consequently, recommendations for development of services to the LNC are included as a significant element in the master plan for the BLA.

Methodology

The methodologies employed for data collection varied depending upon the nature of the information desired. Information about the community, its characteristics, future plans and projections were acquired from printed sources, and personal interviews with residents, officials and other community leaders. Specific printed sources for information about the people living in this area included the U. S. Bureau of Census publication for 1970, Census Tracts, Syracuse, New York, Standard Metropolitan Statistical Area.

Other publications include: Plan for the Development of the Town of Lysander;[3] Comprehensive Development Plan, Town of Van Buren;[4] Commercial Activity in Baldwinsville and the Lysander New Community;[5] Preliminary Report on Central School District No. 1, Baldwinsville, New York;[6] and Towns of Lysander & Van Buren, New York: Application for Neighborhood Facilities Grant, Part I and II.[7]

Whenever possible, data relating to the characteristics of the population were compared to library surveys of other communities. A comparison of basic similarities enabled the consultant to generalize the findings of other studies to the residents of the Baldwinsville area.

Data on the library were collected during the period of 1972-73. In addition to interviews with the Library board and staff representatives, samples were taken of collections, registration and circulation records.

Library records, reports and official documents were also sources of considerable information regarding history, organization, development and services. A questionnaire provided the basis for personal interviews with library users at various times over a period of several weeks.

In every category of this investigation of the library, data collected were compared to the American Library Association (hereinafter referred to as ALA) Interim Standards for Small Public Libraries[8] and Minimum Standards for Public Library Systems.[9] Other reputable sources used were the many publications on services, buildings, personnel, etc. of the ALA Small Libraries Project.

Information on services, relationships and plans for the future of the Onondaga Library System was gleaned from reports and publications of this agency. In addition, many rewarding interviews, conferences and meetings were held with the Director, other members of the System staff, members of the System Board of Trustees, members of its Planning Committee, and members of the Citizens Long-Range Planning Committee for Library Service in Onondaga County.

Perhaps the most valuable channel of information was the consultant's continuous attendance at regular BLA board meetings when progress reports and preliminary drafts of each chapter were presented as the data was collected and analyzed. This provided the consultant with an immediate reaction and commentary of each section of the report. This response provided insights, correction of errors and served to forestall possible unrealistic and inconsistent conclusions and recommendations.

Also, the continuous interaction with the BLA board helped to insure against the frequent fate of similar reports, i.e., being received with fanfare then placed on a shelf for occasional referral but little implementation. Possibly as a consequence of the procedure described above, the fundamental changes recommended are being implemented prior to completion of the final draft of this report.

Because of the serious objective of producing a report with recommendations that would be realistically possible for implementation, it is necessary to include a caveat for the casual reader. As stated earlier, the ALA Standards were used for analysis and comparison of data regarding existing library services. These ALA Standards are far from current. The *Minimum Standards for Public Library Systems* were published in 1966. The *Interim Standards for Small Public Libraries* were published in 1961. Considering the many fundamental changes that occurred in our society during the past decade, these standards[10] must be viewed with caution. Cost data are drawn from 1971 figures. Needless to say, the rate of inflation during the past few years has considerably lessened the reliability of these figures.

Given these weaknesses, a fair question might be posed regarding the validity of the use of these documents in this report. Three basic justifications are offered in response: (1) Although the ALA *Standards* are presently under revision by members of the Association, there is nothing else available with comparable authority. (2) Many of the recommendations of the *Standards* are qualitative rather than quantitative and are not weakened by the time span since publication. (3) As will be noted in subsequent chapters, the BLA has been in existence for over twenty-five years. However, at no time during these years has it enjoyed funding, facilities and resources that were close to being adequate as recommended by ALA standards. The distance to be traveled from where the library is to the recommendations of the 1961 standards is considerable. Therefore, it seems reasonable to use these standards as a target or goal with the caveat that they are a point along the way toward adequacy rather than an end themselves.

A final point must be articulated regarding a basic point of view which permeates the data collection, analyses and recommendations in this report. This point of view is that of the residents of the Towns of Lysander and Van Buren who are the consumers of whatever library and information services are provided. They also must pay for these services whether through taxes, fund drives, bake sales or donations. It is the judgment of the consultant that the person paying for service is entitled to the maximum utilization and return for every dollar spent. Therefore, it is the responsibility of the library profession and other citizens so charged to organize library and information services so that duplicate services and resources are not developed to serve the same population.

[1] Johnson, Gerald W. "The role of the public library". In *Public Library Service: a guide to evaluation with minimum standards and changes*. American Library Association, 1956. p. 11.

[2] Lacy, Dan. "Social change and the library: 1945-1980." In *Libraries at Large*. New York, Bowker Company, 1969. p. 14.

[3] "A Plan for the Development of the Town of Lysander", Arthur Reed, Syracuse, 1964. 139pp.

[4] "Comprehensive Development Plan for the Town of Van Buren, Onondaga County, New York", Syracuse, Planners Collaborative, [n.d.].

[5] "Commercial Activity in Baldwinsville and the Lysander New Community", in Report of Syracuse University Research Corporation, October, 1970.

[6] "Preliminary Report on Central School District No. 1, Baldwinsville, New York," Engelhardt and Engelhardt, consultants, March, 1970.

[7] *Towns of Lysander and Van Buren, New York: Application for Neighborhood Facilities Grant, Part I and II*, June, 1968.

[8] *Interim Standards for Small Public Libraries: Guidelines Toward Achieving the Goals of Public Library Service*, Public Library Association of the American Library Association, Chicago, 1962.

[9] *Minimum Standards for Public Library Systems, 1966*, Public Library Association of the American Library Association, Chicago, 1966.

[10] "Costs of Public Library Services: 1971". (Public Library Association Newsletter), October, 1971.

CHAPTER

II. THE TOWNS OF LYSANDER AND VAN BUREN

The towns of Lysander and Van Buren represent the geographical and political boundaries of the area served by the BLA. Population centers included in these towns are the Village of Baldwinsville, the Village Green and Seneca Knolls residential developments, and the projected Lysander New Community.

General Background

Development plans commissioned and completed during the past decade for each of the towns have provided a comprehensive description and analysis of the historical development and physical characteristics of the area.[1,2] Also included in the studies are detailed analyses of the demographic, economic, financial, transportation and commercial characteristics of the area. It is therefore unnecessary to reiterate this information here, except where appropriate to the immediate objectives of this report.

Physical Characteristics

The adjacent towns of Lysander and Van Buren are located in the northwest corner of Onondaga County. Their entire boundaries are separated by the Seneca River which winds through the region on an east-west axis. Lysander is on the north side of the river and Van Buren is on the south side of the river.

The Seneca River, in addition to forming the boundary between the two towns, borders Van Buren on three sides--north, east and west. The Town's southern border generally coincides with the valley traversed by the New York State Thruway and New York Central Railroad. The river also forms the southern and eastern boundaries for the Town of Lysander. Being in the northwest corner of Onondaga County, Lysander has common boundaries with Oswego County on the north and Cayuga County on the west. The Seneca River is navigable and serves as part of the New York State Barge Canal network.

The terrain of these towns ranges from gently rolling to flat. Swampy areas, especially in Lysander, are common along the river and drainage creeks. The total square mileage of the combined towns is 100.2. Lysander is the larger of the towns in land mass with 64 square miles; Van Buren has 36.2 square miles.

The Village of Baldwinsville, lying near the center of the area, straddles the Seneca River. The northern or Lysander portion of the

Village contains a slightly larger land area and the main business center for the Village. The Village itself represents the focal point for most of the significant highways passing through the area.

Transportation

As was mentioned earlier, the New York State Thruway runs along the southern border of Van Buren on an east-west axis with an interchange located on the southeast corner.

A second major expressway, State Highway 48, enters the area from the same southeast corner and cuts diagonally toward the northwest through Van Buren, crossing the river just west of the Village of Baldwinsville. With the completion of this bypass, it is possible for a resident of the Village to be in downtown Syracuse in approximately twenty minutes.

The third major highway in this area is State Highway 31. This road enters the area through the center of Van Buren on the south, proceeds north, and enters the Village at the southwest corner. Two large shopping centers are being developed along this route. One is outside the Village boundary and the other is just inside. Although not contiguous, located on opposite sides of the highway, these shopping centers are less than half a mile apart. On the north side of the river, Route 31 proceeds east-northeast to cross the river again into the Town of Clay. This highway will form one of the southern boundaries of the LNC.

In summary, this area has both a north-south and east-south transportation system that can support a major population expansion. Despite the lack of a major highway extending west into Cayuga County, this area will probably have a population expansion as the recreation potential of the Seneca River is realized.

Population Characteristics

Library research conducted over twenty-five years ago did an excellent job of identifying a variety of characteristics about the people who use libraries. The findings of these studies summarized by Berelson in 1949[3] have been validated recently by a comprehensive study done in the Maryland Baltimore-Washington area by Dr. Mary Lee Bundy.[4] Another by Dr. Charles Evans[5] not only reconfirmed the findings of Berelson and Bundy relative to library users, but also added to our knowledge of non-users.

From these studies and others we know that the people who use libraries are likely to represent the following characteristics:

(1) more young people than elderly;
(2) more highly educated than less educated;

(3) more high income than low income;
(4) more professional than clerical workers;
(5) more housewives; and
(6) more who live close to the library.

In order to determine the applicability of these findings to the area considered here, an analysis of the 1970 census data for Lysander and Van Buren with special consideration for the Village of Baldwinsville is necessary.

The 1970 census indicates a total population of 23,827 for the towns of Lysander and Van Buren. This represents an increase of 20 percent, or 4,448 over the 1960 count. Nevertheless, the rate of growth was relatively slower than the preceding decade from 1950-60, when the increase amounted to 38 percent or more people in 1960 than in 1950. However, the population projections for 1975 and 1980 will jump to 57.5 percent and 33.4 percent respectively; or in whole numbers, by 1980 more than twice as many people will be living in this area than in 1970. These projections are based on (1) the assumption that the LNC will achieve reality as planned, and (2) that the Village Green and Seneca Knolls areas will continue to develop.[6]

Table 1 shows a breakdown of the population counts from 1950 to 1970 and projections for 1975 and 1980. The data are presented for both towns showing percentages for each. In addition, population data for the Village of Baldwinsville, while incorporated in the town totals, are also presented separately.

Table 1

Population Summaries and Projections for Towns of Lysander and Van Buren

Area	1950	%	1960	%	1970	%	1975*	%	1980*	%
Lysander	6,798	58.1	10,225	53.9	11,968	50.2	20,665	55.1	29,230	58.4
Van Buren	4,900	41.9	8,754	46.1	11,859	49.8	16,865	44.9	20,830	41.6
Total	11,698		18,979		23,827		37,530		50,060	
Village of Baldwinsville	4,495	38.4	5,985	31.6	6,486	27.2	7,000	18.7	7,601	15.2

*Projections are based on figures given in Syracuse University Research Corporation. "Commercial Activities in Baldwinsville and the Lysander New Community." October, 1970. Appendix A, Table A-4.

The data in Table 1 indicate that the Village population is increasing at a significantly slower rate than that of either of the two towns. It is expected that this trend will continue during the next decade. Consequently, attention regarding projected growth in population must focus on those areas of the towns outside the Village.

As is evident from Table 1, the projected increases in population in Lysander are greater than Van Buren. By 1980, the proportion of the total population living in Lysander will be almost 17 percent greater than the proportion living in Van Buren. However, it is worth noting that during the decade from 1960-70 Van Buren experienced a greater increase in numbers of people than Lysander; that is, its population increased by almost 36 percent, or 3,105 people, while the growth rate for Lysander was only 17 percent, or 1,743 people. Projections for Lysander are based on plans for the development of the LNC and appear to be reasonable. However, if the rate of growth Van Buren experienced during the sixties continues, it is possible that the projections for this area may be conservative.

A population breakdown by age group is presented in Table 2.

Table 2

Population by Age Group - 1970 Census

Age Group	Lysander & Van Buren	% of Total	Lysander	% of Total	Van Buren	% of Total	Village	%
0 - 14	8,601	36.1	4,114	47.8	4,487	52.2	2,083	24.2
15 - 19	2,152	9.0	1,155	53.7	997	46.3	311	14.5
20 - 59	10,762	45.2	5,471	50.9	5,291	49.2	2,891	26.9
60 -	2,312	9.7	1,228	53.1	1,084	46.9	883	38.2
Total	23,827	100.0	11,968		11,859		6,168	

It is significant to note that approximately 36 percent of the population is in the age category of 0 - 14. This is the group for which the children's collections and services are provided. Another 9 percent of the population is comprised of teenagers in the 15 - 19 year age group. Although they represent a small proportion of the total population, this high school and early college age group is a significant category of public library users.

The 20 -59 age group represents the bulk of the adult public library users. They also make up 45 percent of the total population. The age group 60 and above includes 9.7 percent of the total population. A significant number (38 percent) of these people live within the Village limits. Furthermore, more than half, or 62 percent, of the elderly live on the north side of the Village. Unlike other age groups, a higher proportion (58 percent) of the elderly living in the Village are women. The proportions of all other age groups seem to be fairly evenly distributed between the two towns.

Education

Library use studies have established the fact that there is a high correlation between level of education and library use. Therefore, an analysis of the educational attainments of the adult population in the area provides a means of projecting actual and potential library usage. Table 3 shows a breakdown of the population of the area by town, Village, sex and education level.

Table 3

Education Characteristics of Adult Population 25 Years or Older

Education Level	Towns of Lysander and Van Buren	% of Total	Lysander	Van Buren	Village of Baldwinsville	% of Total Education Level
Elementary but not high school	4,644	39.4	2,481	2,163	1,213	26.1
High school	4,637	39.3	2,128	2,509	1,257	27.1
College	2,512	21.3	1,447	1,065	896	35.7
Total population 25 years or older	11,793	100.0	6,056	5,737	3,366	28.5

Berelson, Bundy and others have shown that college educated people comprise 60-80 percent of the adult users of public libraries. (Evans[7]) (Bundy[8]). Approximately 11 percent, or 1,307, of the total adult population over 25 are in this category. A reasonably high proportion of this group, 36 percent, live in Baldwinsville.

However, a further analysis between the northern and southern portions of the Village indicates that of the 896 college educated living in the Village, 78 percent, or 695, live on the north side of the river. This also represents almost half, or 48 percent, of the total college population living in Lysander. The number of college educated living in Van Buren represents 42 percent of the total for both towns. Only 19 percent, or 201, of these people live on the south side of Baldwinsville. An additional 40 percent, or 430, are concentrated in the Village Green-Seneca Knolls area.

The number of high school educated, approximately 39 percent of the total, appears to be evenly distributed with a slightly higher concentration in Van Buren. Only 27 percent of these people live in Baldwinsville. The two areas with the highest proportions are the Village Green-Seneca Knolls area with 1,644, or 36 percent, and the northwestern part of Lysander with 1,501, or 32 percent, of the total. Bundy indicates that approximately 28-38 percent of library users comprise this group.

The smallest group of adult library users has an elementary education level. Bundy[10] reveals that this group represented only 8.3 percent of the borrowers in her study. Table 3 shows that this population group represents about 39 percent of the area adults and appears to be fairly evenly distributed in both towns.

It is worth noting that the median school year completed ranges from 12.1 to 12.4 in both towns and the Village. This is slightly higher than New York State (12.1) and the total United States population (12.2). The percentage of high school graduates among all adults in the Village is approximately 63.9 percent. This is a slightly higher percentage than either of the towns separately.

Table 4 shows the occupational characteristics of the area population as indicated in the 1970 census. These categories are inclusive for the groups listed as "kindred workers" in the census. For example, teachers and health workers are included in the professional and technical categories in the table.

In general, the proportions of different occupational groups are fairly consistent with the entire Syracuse metropolitan area. For example, the proportion of professional, technical, managerial and administrative categories in the metropolitan area is 24.9 percent and is 23.2 percent in the towns of Lysander and Van Buren.

Bundy found that the professional, technical, managerial, administrative and clerical workers represented 80.2 percent of the employed adults using the library. These figures are also consistent with findings in the other studies previously mentioned. Therefore, it is useful to note

Table 4

Occupational Characteristics of Area

Occupational Categories	1970 Lysander & Van Buren Townships	% of Total	1970 Lysander Township	1970 Van Buren Township	1970 Village of Baldwinsville	% of Occupational Category Total in Baldwinsville
Professional, technical	1,385	16.2	756	629	468	33.8
Managers & administrators, except farm	603	7.1	318	285	192	31.9
Sales workers	563	6.6	356	207	212	37.7
Clerical	1,606	18.8	737	869	552	34.4
Craftsmen and foremen	1,511	17.7	781	730	345	22.8
Operatives, except transport	1,162	13.6	601	561	237	20.4
Transport equipment operatives	490	5.7	233	257	134	27.3
Service workers	763	8.9	396	367	272	35.6
Laborers, except farm	300	3.5	156	144	91	30.3
Farm workers	136	1.5	79	57	-	-
Private household workers	39	0.4	22	17	9	23.1
Total	8,558	100.0	4,435	4,123	2,512	

that these categories represent 42.0 percent of all employed people in the two towns. Of the 1,212 persons in these categories residing in the Village, the north side of the river has 66.3 percent and the south has 33.7 percent. This clearly indicates that almost half, or 43.9 percent, of the people in these categories living in the Town of Lysander are concentrated in the Village, whereas the reverse is true with respect to Van Buren where 76.6 percent of the people in these categories live outside the Village.

Since library research has identified a large proportion of the people using the public library as housewives or women who are not employed, a look at employment statistics for women is necessary. Table 5 shows information obtained from the 1970 census regarding the employment status of males and females over 16 years of age.

The proportions of working men and women appear to be consistent in the two towns with about 65 percent men and 34 percent women. The Village figures differ slightly with 61.6 percent male to 38.4 percent for women. The percent of unemployed people is fairly consistent, ranging from 3.1 percent in the Village to 4.0 percent in Van Buren. In every case, the proportion of unemployed women is slightly below the figures for males.

Table 5

Employment Status of Area Population 16 Years and Older

	In Labor Force				Total Male & Female	Unemployed					% of Total Labor
	Male	%	Female	%		Male	%	Female	%	Total	
Lysander	3,013	65.5	1,584	34.5	4,597	105	2.3	57	1.2	162	3.5
Van Buren	2,823	65.7	1,474	34.3	4,297	142	3.3	32	0.7	174	4.0
Total: Van Buren & Lysander	5,836	65.6	3,058	34.4	8,894	247	4.2	89	2.9	336	3.8
Village	1,597	61.6	995	38.4	2,592	47	2.9	33	3.3	80	3.1

Married women with husbands present (category used in the 1970 census) number 5,216. Approximately 2,121, or 40.7 percent, of these married women work. About 18.2 percent, or 947 of them, have children under six years of age. Nevertheless, 416, or 43.9 percent of this group, are also working.

It is worth noting that while Lysander and the Village have approximately 30 percent of the married women with children under six years of age, Van Buren has more than double, or 69.9 percent. These people are concentrated in the Seneca Knolls-Village Green area.

Table 6 presents data showing the composition of the adult population not included in the labor force. Naturally women represent the largest proportion of about 76 percent. This figure is fairly consistent for both towns and the Village. Of the 5,792 people who are not working, the male group consists of 517 enrolled in school, 772 over 65 years of age or under but not in the labor force, and 20 who are inmates of institutions.

Table 6

Population 16 Years and Older Not in Labor Force

	Male	% of Males	Female	% of Females	Total	
Lysander	710	54.2	2,293	51.1	3,003	51.8
Van Buren	599	45.8	2,190	48.9	2,789	48.2
Total	1,309	100.0	4,483	100.0	5,792	100.0
Village	411	31.4	1,279	28.5	1,690	29.2

Of the 7,541 women over 16 years of age living in the area, 4,483, or 59.5 percent, are not in the labor force. The distribution of married women who are not in the labor force appears to be almost equal among the two towns. The proportion living in the Village is not high. Therefore, these data do not suggest special implications for library service.

Table 7 shows the income characteristics of the families of this area. The median income for the towns is generally higher than the Village. The number of families with an income of $15,000 or more is 1,486, or 26.3 percent, of the total for both towns. Despite the fact that 125 families in Van Buren receive over $50,000, Lysander has a slightly larger group in the $15,000 or above category. Clearly, the largest group is the $8,000 to $11,999 category representing 30.7 percent of the total.

Table 7

Profiles of Family Income

Category of Income Level	Lysander & Van Buren	% of Total	Lysander	Van Buren	Village	% of Total in both towns
Less than $4,999	577	10.2	273	304	177	30.7
$5,000 - 7,999	874	15.5	473	401	233	26.7
$8,000 - 11,999	1,735	30.7	825	910	433	25.0
$12,000 - 14,999	981	17.3	472	509	259	26.4
$15,000 - 24,999	1,140	20.2	696	444	384	33.7
$25,000 - 49,999	205	3.6	87	118	57	27.8
$50,000 or more	141	2.5	16	125	12	8.5
Total	5,653	100.0	2,842	2,811	1,555	
Median Income	$10,345		10,130	10,561	9,786	
Mean Income	$12,704		11,026	15,381	10,554	

The median income of families in New York State was reported as $10,719 and $9,596 for the United States as a whole. Although higher than the national level, the median income of $10,345 is slightly lower than the rest of New York State.

Schools

At the present time there are six public elementary, one parochial elementary, one junior high and one senior high school within the Baldwinsville Central School District. The excellent report prepared for the School District by Engelhardt and Engelhardt[11] provides an analysis of current and projected enrollments, existing facilities and proposes future school construction. Recommendations for the future (1990) include a "...system of eight primary (pre-kindergarten to grade three) schools feeding six elementary schools enrolling children through grade six. All students in grades seven through nine would be housed in a middle school associated with the LNC, and students in grades ten through twelve would attend high school on the present high school site with some facilities located in the new community."[12]

For purposes of this study, it is important to note that each of the existing public schools has a library or media center with good collections of print and non-print materials. In addition, each elementary school and the junior high school have at least one certified media specialist (librarian). The high school has two media specialists (librarians) and in 1973 a Coordinator of Libraries was appointed for the entire district. It should also be noted that all of the elementary schools, with the exception of one, are located in districts with a concentration of population where many of the pupils are within walking distance. The junior and senior high schools are on the north side of the Village.

Organizations and Groups

As with the typical American community where there is a strong sense of identity, the Baldwinsville area supports a wide range of organizations and groups. In 1972, an attempt was made to identify as many formal organizations as possible. The number identified was approximately 130, with a combined membership estimated at 9,560. Given a total population of near 25,000, and assuming that many individuals belong to more than one organization, it is still reasonable to conclude that as many as three of every ten people belong to one or more organization in the community.

The organizations represent a wide variety of purposes, activities, and objectives. They include: service-type organizations such as Kiwanis, Rotary Club, Moose Lodge, and Jaycees; volunteer fire companies and auxiliaries; veterans organizations; political clubs; men's clubs; women's clubs; senior citizen groups; school related groups such as parent-teacher organizations and student councils; recreational and sporting clubs; and clubs for children and young people such as scouting groups.

Service to groups is a significant objective of every public library. With the impressive number and diversity of organizations and membership, there is obviously an enormous potential for library service to these groups ranging from lending of audio-visual equipment and material, to the provision of meeting space, to the provision of reference and information services.

Churches

There are about eighteen churches in the area included in this study. These churches represent approximately nine different denominations. As mentioned above, at least one of these denominations operates an elementary school. About thirty of the organizations mentioned above are associated with the churches in the area.

Commercial and Communication Environment

The commercial activity in the area has been analyzed in an earlier study prepared by the Syracuse University Research Corporation[13]. Recent developments which are having or will have a significant impact on the community are the construction and occupancy of two large shopping centers on the south side of the river, and the announcement of the Schlitz Brewing Company decision to locate a large plant in the LNC.

The Baldwinsville area is within the broadcast range of all of the radio and television stations serving the Syracuse metropolitan area and Central New York. In addition, one of these stations, WSEN AM-FM is located in the Baldwinsville area.

Similarly, the Syracuse newspapers serve the area with local news coverage and provide home delivery service. Baldwinsville is also fortunate in having its own local weekly newspaper, The Messenger. As might be expected, this newspaper and the radio station are significant factors in the creation of a strong sense of community identity among the residents of the area.

Summary and Suggested Implications for Library Service

At the present time, the Village of Baldwinsville serves as a focal point for the residents of the two towns. There appears to be a tendency for categories of potential library users to be clustered in the Village, especially on the north side of the river. This would suggest that the present library location has been a satisfactory choice. However, future population projections indicate that the Village will contain a diminishing proportion of the total population. Therefore, it will be necessary for library services to extend beyond the limits of the Village in the near future.

[1] "A Plan for the Development of the Town of Lysander", Arthur Reed.

[2] "Comprehensive Development Plan for the Town of Van Buren, Onondaga County, New York", Planners Collaborative.

[3] Berelson, Bernard, with the assistance of Lester Asheim. *The Library's Public; A Report of the Public Library Inquiry*. New York: Columbia University Press, 1949. 174pp.

[4] Bundy, Mary Lee. "Metropolitan Public Library Users; A Report of a Survey of Adult Library Use in the Maryland Baltimore-Washington Metropolitan Area". University of Maryland, School of Library and Information Services, College Park, Md., 1968. 130pp.

[5] Evans, Charles. *Middle Class Attitudes and Public Library Use*. Research Studies in Library Science, No. 1. Littleton, Colorado: Libraries Unlimited, Inc. 1970.

[6] "Commercial Activity in Baldwinsville and the Lysander New Community", Syracuse University Research Corporation.

[7] Evans, Charles. *Middle Class Attitudes and Public Library Use*. p. 14, 21.

[8] Bundy, Mary Lee. "Metropolitan Public Library Users; A Report of a Survey of Adult Library Use in the Maryland Baltimore-Washington Metropolitan Area", p. 40.

[9] Ibid.

[10] Ibid.

[11] "Preliminary Report on Central School District No. 1, Baldwinsville, New York", Engelhardt and Engelhardt, consultants.

[12] Ibid., p. 47.

[13] "Commercial Activity in Baldwinsville and the Lysander New Community", Syracuse University Research Corporation.

CHAPTER

III. BALDWINSVILLE LIBRARY RESOURCES

Introduction

A long-range plan for library service is most effective when it is based upon a realistic understanding of the current status of the library's resources. A comprehensive program of data collection was developed and implemented to provide information about these resources. Therefore, information obtained on the following aspects of the library's resources is presented in this chapter:

(a) origin and development
(b) organization and administration
(c) personnel
(d) financial support
(e) facilities
(f) collections
(g) relationship with other library agencies, e.g., county.

An analysis of these data includes a comparison with the standards presented by the Public Library Association of the American Library Association.[1,2]

Origin and Development

The BLA is a post World War II institution. It was organized by a group of approximately sixty people who gathered at the Lysander Town Building on August 6, 1947 to elect six trustees and a secretary to the trustees. This meeting concluded with the appointment of two librarians. Five months later, on January 6, 1948, the library opened with 450 books on its shelves. The fledgling institution began in the freight section of the former trolley station at 4 East Genesee Street in a building owned by the Town of Lysander and space was willingly donated for library use.

The antecedents of this library go back as far as 1871. The Syracuse Journal, on July 13, 1871, stated that Baldwinsville opened a free reading room with periodicals and magazines. It was further noted that this enterprise was a decided success. Despite this initial success, however, the reading room did not enjoy great longevity. Since no further record exists, its exact demise is not known.

This evidence, though fragmentary, is consistent with the origin and development of public libraries elsewhere in the state. Governor Dewitt Clinton recommended the formation of school district libraries in his message to the legislature in 1827. By 1835, the legislature passed a law enabling the citizens of school districts to levy taxes for the support of a library. In 1838, Governor Marcy recommended that the legislature appropriate matching funds to encourage the development of libraries. This bill was passed in 1839 with an initial appropriation of $50,000. As conceived by Governor Clinton, these libraries were intended primarily as free public libraries for adult readers. However, for administrative and financial purposes, they were attached to local school districts. The success of the New York plan was evident because nine other states had adopted this model by 1850.

School district libraries flourished during their first decade. By 1853, New York libraries were reported to contain more than 1,604,210 volumes.[3] Unfortunately, their decline began shortly thereafter. This decline resulted in part from the practice of diverting funds for other uses in the schools such as equipment. Furthermore, according to Oliver Garceau, the school districts themselves were too small to sustain public libraries because they were artificially created without regard to local loyalties and needs. In addition, the libraries were poorly managed by school trustees and elected librarians. Eventually, libraries were relegated to the least desirable space available.[4]

The opening collection of the Baldwinsville Library was acquired when the Travelers Club organized a "Book Day" in November, 1947. Residents were asked to donate books in good condition including hobbies, technical subjects, fiction, children's books, etc. As mentioned earlier, 450 volumes were received and organized for use.

The New York State Board of Regents chartered the new library on December 19, 1947. The Charter prescribed that responsibility for the administration of the library would be borne by five trustees elected for terms of five years each.

Within the first month of service, 413 people visited the library and borrowed a total of 550 books. With this kind of public response, the need for better quarters was soon evident. By January, 1953, an organization called Friends of the Baldwinsville Library was formed. Their purpose was to assist the Board in the acquisition of equipment, books and better facilities. By August, 1955, the Board had voted to purchase the Martin Lower property on 17 Charlotte Street for the sum of $15,000. The subsequent move to this address, the library's present location, took place on September 9, 1955.

Organization

The BLA is chartered as a non-profit educational corporation by the New York State Board of Regents on behalf of the Education Department of the State of New York. As an association library, the BLA is wholly private without claim to public assets. It may receive funds from private persons, organizations, municipalities and corporations to assist in achieving its objectives. However, it is important to note that the BLA is not a subordinate part of the town governments of either Lysander or Van Buren, nor is it a part of the Village of Baldwinsville government nor of the Baldwinsville school district. Therefore, the library is not entitled to an automatic portion of the tax resources of any of these jurisdictions. Hence, from its inception the library has depended upon the largess of individuals and very modest appropriations from the various governmental bodies mentioned above. At no time during its history has the library enjoyed the financial support required to achieve its objectives.

In December, 1972, the trustees adopted By-Laws[5] for the operation of the library. Neither the Charter[6] nor By-Laws specifically defines the objectives of the association beyond the general statement that the "...corporation shall have acquired sufficient property available for its use and support and be maintaining, to the satisfaction of the Regents, a library of proper standard...." Despite a specific statement in official documents, the scope of the library service area has customarily been defined as corresponding to the boundaries of the Baldwinsville school district.

The management of the library is conducted by the Board through its officers and standing committees for "financing, buildings and grounds, personnel, memorials and book policy" according to the By-Laws. Meetings are held monthly except July and August. January is also the month of the annual meeting, at which time elections of trustees and officers, approval of the annual report and the adoption of a budget are matters of business.

Responsibilities delegated to the librarian "...who shall be the executive and administrative officer of the Library..." include recommendation of personnel appointments and specification of duties, as well as direction and supervision of the staff, maintenance of records and responsibility for the care and maintenance of library property. In addition, the librarian also has responsibility for development of "...an adequate and proper collection of books and material in keeping with the stated policy of the Board, for the efficiency of service to the public, and for operation within budgeted appropriation."

The By-Laws clearly distinguish the responsibilities of the Board and librarian. However, in this articulation of duties and responsibilities, the main focus is on housekeeping or custodial functions of the library. While these aspects of the library's operation are important, they are essentially supportive for the main purpose of a community library. In other words, the role of the librarian defined here appears to be passive in the sense that it is custodial and housekeeping in nature. This role, while necessary, does not strain the professional capabilities of a librarian nor does it provide a basis for a library to be much more than a book storage center. Among the American Library Association[7] recommendations for small public libraries is the following: "The community library locates information, guides reading, furnishes material for people of various backgrounds, stimulates thinking and discussion, and aids community enterprises that need library resources." The librarian's responsibility should include

"...services, book selection, personnel management, and physical facilities..." as well as implementation of the policies established by the Board.[8] If the library is to be more than a passive book stor[illegible] center, the librarian and staff must concentrate on library services. This means bringing the information resources of the library into every facet of community life from adult recreational reading to the problems of government, business, education and various social and cultural agencies.

Recommendation

Although the library association Charter and By-Laws do not identify a specific set of objectives for the library, they do provide a firm legal and organizational base for this next important step. The identification, articulation, and ratification of objectives is an extremely difficult process if it is carried beyond the level of general platitude. However, before specific policy statements can be developed, it is essential that the library staff and Board, possibly in cooperation with a citizens advisory group and Friends of the Library, articulate and approve a statement of objectives for the library. This means, for example, specifying the extent to which the library will attempt to serve the information needs of the community; that is, is it the objective of the library to limit its services to that of a book lending agency, or will it include a reference and referral service, or will it include the services to specific groups in special ways such as story telling to children, a selective dissemination of information to town and Village officials, or delivery services to the aged. In other words, these objectives may include in a general way the recommendations presented in the ALA Interim Standards for a library of this size, or be scaled to a level or limit which the Board considers adequate or consistent with the community's willingness and ability to support them. In any case, this process must include a realistic assessment of the present and future financial resources available to achieve and support these objectives. Once objectives or goals have been established, the organization of resources - finances, staff, facilities, etc. - to achieve these objectives will naturally follow. As this is done, specific policy statements regarding allocation of resources for desired effects can be developed, administered, monitored and adjusted.

Library Staff

At present, the library staff of paid workers consists of four clerical staff and five student pages. These people work a total of approximately 74 hours with the student pages representing an additional 80 hours of assistance per week. Thus, in full-time-equivalent* personnel, the library has approximately four and one-half people.

---

* based on a 37-1/2 hour week

In addition to the four and one-half full-time-equivalent staff employed by the library, volunteer help varying in numbers to approximately seven people contributes an estimated 1200 hours per year.

Although there are no regular professional personnel on the staff, it is necessary to underscore the fact that the two "librarians", Mrs. Hall and Mrs. Spring, each have more than fifteen years of experience working in the library. During this time, they have participated in formal and informal educational programs conducted by a variety of agencies from the Onondaga Library System to the New York Library Association.

The ALA Interim Standards recommend that a population of the size served by the BLA should have one full-time (or equivalent) staff member for every 2,500 people in the service area.[9] With a present population base of 23,827, this amounts to a staff of approximately 9.5 full-time or full-time-equivalent people.

Table 8

Library Personnel

	Profes-sional	College Grad.	Library Asst.	Cleri-cal	Page	Volun-teer	Total FTE	Total Hours Per Year
(1) ALA Standards[10] (FTE)	2	1	3	2	1.50	0	9.50	18,525
(2) BLA Staff* (FTE)	0	0	.53	1.44	2.15	.61	4.73	9,236
(3) Difference in BLA Staff from (FTE) recommendation	-2	-1	-2.47	-.56	+.65	+.61	-4.77	-9,289

*Numbers are calculated at 37-1/2 hours per week or 1,950 hours per year for a full-time-equivalent (FTE) person.

Table 8 shows the recommendations of the ALA Interim Standards compared with the status of the BLA. Line (3) shows that the BLA is lacking the following categories of staff for a population of over 23,000. These are: two professional librarians; one graduate of a four-year college who has taken library courses as part of this undergraduate education; 2-1/2 full-time-equivalent library assistants who have two years of college and some library training or experience; a 1/2 full-time-equivalent who has a high school diploma and some business school courses or training. On the other hand, the library has more pages or hourly help - .65 full-time-equivalent or 1,267 more hours than suggested in addition to 1,189 (.61) hours of volunteer time. The combined total of page and volunteer hours amounts to 2,456 or 1.26 full-time-equivalent people. These hours can be equated at least to clerical and probably to a library assistant because many volunteers possess more than a high school education. Given these adjustments, it is reasonable to conclude that the library staff is lacking at least four staff members of professional or near-professional qualifications. In absolute numbers, this discrepancy appears to be more serious than the investigator wishes to imply. These numbers and abstract categories cannot account for individual experiences, personalities, or motivations. A discussion of the BLA circulation statistics in Chapter IV clearly shows the capabilities of the present staff in fulfilling this aspect of the objectives. Nevertheless, the most important discrepancy displayed in Table 8 is the lack of staff time available; that is, the total number of staff hours that should be devoted to library service. The Standards indicate that this number is 18,525 per year. With half as much, or 9,236, the staff appear to accomplish near miracles. If the present man hours were doubled, the other services recommended by the Interim Standards could be developed and administered.

Financial Resources

The 1972 budget disbursements for the BLA were $18,241.30. This was an increase of $1,901.70 over 1971. Table 9 shows the BLA budgets at various intervals since 1947.

Table 9 shows the growth of the library expenditure and income over its twenty-five year lifetime, at approximately 5-10 year intervals. It can easily be seen that the growth rate has been steady. During the period from 1948-1957, the increase in total expenditures amounted to approximately 58%. Nevertheless, after ten years, the library was not spending enough to support the equivalency of a full-time non-professional salary.[11] Ten years later, in 1967, the total budget had more than doubled. However, in no category listed in Table 9 had the library achieved a level of expenditure recommended for service to a community of its size. During the five-year period from 1957-62, the budget increases have risen sharply in contrast to earlier periods. Unfortunately, the increase of 70% has not brought the support base to an acceptable level.

The last column of Table 9 indicates the ALA recommended expenditures for a library district such as the BLA. Following the table is an explanation of how these figures were developed and their limitations.

Table 9

BLA Budgets

	1947	1948	1957	1967	1972	ALA Recommendations
EXPENDITURES						
Personnel	-	$1850.00	$3179.38	$8190.00	$10,466.53	$73,427.50
Materials	-	475.00	716.58	2525.00	4,138.64	20,106.88
Operating	25.50	130.00	1224.06	1450.00	3,186.88	18,706.87
Facilities	272.56	600.00	495.55	300.00	449.33	-
Contingencies	-	400.00	373.32	100.00	-	-
TOTAL BUDGET EXPENDITURE	$298.06	$3455.00	$5988.89	$12,565.00	$18,241.38	$112,241.25
INCOME						or
Town-Lysander	-	600.00	500.00	1,000.00	1,500.00	Per Capita
Town-Van Buren	-	500.00	500.00	1,000.00	1,500.00	Expenditure
Village-Bvle.	-	750.00	1,200.00	1,500.00	3,000.00	$4.71*
State/County	-	100.00	-	1,000.00	963.00	
Baldwinsville Sch.District	-	-	1,000.00	3,000.00	4,000.00	
Donations, Bal. brought forward, fines, etc.	1059.00	1,500.00	2,688.89	4,000.00	10,326.71	
TOTAL INCOME	1059.00	3,450.00	5,988.89	12,500.00	21,289.71	

*23,827 population divided by $112,241.25

(a) Personnel: The recommended expenditure of $73,427.50 is based on the following data:

(1) 1970 census data - 23,827
(2) ALA recommendation - one staff member for every 2,500 people equals 9-1/2 full-time-equivalent
(3) Estimated staff salary allocations

Professional (2) = 1 =	$10,800.00
and 1 =	9,000.00
College graduate (1) =	8,250.00
Library Assistants (3) = $7,000 ea. =	21,000.00
Clerical Staff (2) = $6,200 ea. =	12,400.00
Pages (1-1/2) =	2,400.00
	$63,850.00
15% overhead (fringe benefits)	9,577.50
TOTAL PERSONNEL	$73,427.50

(4) Salaries are based on recommendations of *ALA Costs of Public Library Services - 1971* (PLA Newsletter, October, 1971).
(5) This personnel budget does not include custodial personnel.
(6) The quantitative personnel recommendations are based on standards developed more than a decade ago. Therefore, the number of people in categories other than professional would change by a plus or minus two if more recent concepts of personnel assignments are applied,(e.g., library technician).

(b) Materials: The materials budget allocation is $20,106.88. This figure is derived from the following assumptions based on the *Interim Standards*.

(1) The BLA should have a collection which totals approximately two volumes per capita. Thus, 2 x 23,827 = 47,654 volumes as a basic collection.

(2) Approximately 5% of the total collection should be added and weeded each year.

5% x 47,654 = 2,383 new volumes should be added each year.

(3) Approximately 30% of the current acquisitions should be allocated for children's materials.

30% x 2,383 = 715 volumes.

(4) Young adult annual acquisitions should represent 15% of the total.

15% x 2,383 = 358 volumes.

(5) The percentage of current acquisitions for adult material should be 55%.

55% x 2,383 = 1,310 volumes.

(6) Average prices for children's,young adult, and adult books for 1971 are as follows:

Children:	$4.05 x	715 =	$ 2,895.75
Young Adult:	9.34 x	358 =	3,343.72
Adult:	9.79 x	1310 =	12,824.90
Total Book Budget			$ 19,065.47

(7) Recommendations for periodical and newspaper subscriptions for the BLA suggest a minimum of 100. The average subscription cost for 1971 = $10.41 per title.

100 x $10.41 = $1,041.00.

(8) The total (books) $19,065.47 plus (periodicals) $1,041.00 = $20,106.47 for materials.

(9) No separate allocations are made for reference and other non-book materials such as recordings, filmstrips, etc.

(c) Operating: The allocation for the operating budget is $18,706.87. This figure is derived from the recommendation that operating costs should amount to approximately 20% of the total. Thus,

20% x $93,534.38 = $18,706.87.

The operating budget includes building maintenance and repair, utilities, rent, insurance, supplies, plus allowances for travel, transportation, communication, continuing education for staff and trustees as well as other unassigned expenditures.

The total recommended budget exclusive of capital costs and contingency allocations amounts to $112,241.25. Divided by the total population, the per capita expenditure would amount to $4.71.

An indication of the conservatism of this figure can be obtained by a comparison with recommendations indicated in the Cost of Public Library Services: 1971.[12] These recommendations are for library systems serving populations of 200,000 to 600,000 people. As the population increases, the per capita recommendation diminishes. Thus, a population of 200,000 should spend $8.23 per capita and 600,000 people should spend $7.66 per capita. In 1970, Joseph Wheeler, a public library authority, published per capita recommendations based on data reported by state library agencies for the years 1967-68. Given the annual rate of inflation, these figures are also probably 10-15% below the buying value of a 1973 dollar.

Wheeler suggests that a community with a population near 25,000 should spend approximately $5.05 per capita.[13] This is $ .34 per capita or $8,101.18 higher than the amount suggested in Table 9. If custodial personnel were included in the data for Table 9, the total would be close to $5.00 per capita.

The 1971 budget expenditure of the BLA was $16,399.60 or a per capita expenditure of $ .69. An Onondaga Library System report for the period 1962-71 indicates a 1971 per capita support figure of $ .39. This calculation is based on tax supported expenditures of the library. The amount of tax support for 1971 was $9,250.00, slightly more than half of the total. While this is useful information, for purposes of this report the calculation resulting in the $ .69 per capita figure will be used since it more accurately reflects the actual community investment in library service in 1971.

For 1972, the per capita investment was approximately $ .77. This $ .08 increase was barely equal to the rate of inflation during the year. The discrepancy between the conservative ALA recommendation of $4.71 per capita and the $ .77 actually spent in 1972 is $3.94. The total dollar amount represented by these figures is $93,878.38.

A further consideration of this discrepancy may be achieved by looking at the individual budget categories. Recommendations for budget proportions are roughly 60% personnel, 20% material, and 20% for operation.[14] These proportions may vary depending upon the local situation. For example, an older building will possibly cost more for utilities and maintenance than a newer one. According to the 1972 BLA budget shown in Table 9, the proportion for personnel is 57.4% of the total budget. The actual amount is $10,466.53, or 14.3% of the recommended amount suggested above. Thus, while the amount is considerably below the levels recommended, the proportion being spent on personnel is generally in line with ALA recommendations based on national averages. However, not included in these calculations are over 1,200 volunteer hours provided in 1972.[15] These 1,200 hours represented one quarter or 23.8% of the total hours provided (5,036) excluding the pages. Although further analysis of personnel costs and services appear elsewhere, it must be noted that the community is receiving a far greater return on its investment in library personnel than it has a right to expect.

The 1972 operating expenditure of $3,186.88 represents 17.5% of the total budget. This appers to be a very reasonable expenditure given the condition of the physical plant. It must be noted that this proportion is lower than might be expected due to the role of the library board members. The chairmanship of a BLA committee is likely to involve more than the mere development of policy. The chairman of the building committee, for example, accepts the responsibility for "spring cleanup" of grounds and other maintenance tasks which are normally "hired". Unfortunately, the count of "volunteer" hours does not reflect this contribution, nor does the budget reflect the out-of-pocket expenditures made by board members and other volunteers. Although the amount is difficult to estimate, it is reasonable to assume it would raise the operating budget to at least a 20% proportion of the total.

The materials budget for 1972 was $4,138.64, or 22.7% of the total. This amount includes $239.20 for magazines and $59.50 for non-book materials such as films and recordings. The total amount spent is merely 20% of the $20,106.88 recommended as a materials budget for a community of this size. Nevertheless, it does represent a reasonable proportion of the total library investment currently being made.

Sources of Income

An analysis of the BLA financial picture is incomplete without some attention to the income side of the ledger. Several general conclusions are evident in scanning the "Income" columns of Table 9. For example, it is immediately apparent that during its twenty-five year history the BLA has never enjoyed an income adequate to achieve its objectives. Furthermore, there appears to be little evidence to assume the future will bring a significant alteration in previous support levels. Indeed, the income data in Table 9 suggest the conclusion that the library income status has barely kept pace with inflation during the past five years. The obvious result of this condition is a failure to add significantly to the services existing five years ago, and no attempt can be made to meet what should be an increased demand from an expanding population.

Being a private non-profit educational corporation, the BLA can never enjoy a sense of financial security necessary for sensible long-range planning. The status of the BLA as a private association has many advantages due to the multiplication of political jurisdictions served. Nevertheless, it is evident that the price of these advantages is very high. This is especially apparent in the lack of an assigned place at the budget table during the distribution of the "tax pie" in any one of the jurisdictions - towns, Village, school district. As a consequence, the BLA merely receives the crumbs from each of these tables. Unfortunately, even in combination these crumbs do not provide enough support to sustain the organization. Therefore, each year an active campaign must be waged to solicit donations for the difference between the combination of tax collections and state/county subsidies and actual budget projections. In 1972, the amount realized from the fund drive was $5,390.21, approximately 25% of the total budget.

Although the annual fund drive does not satisfy the budget requirements of the BLA, it does contribute in another way to the library's success. As is shown in Chapter V, it has served as a means of library publicity. Ninety-one percent of the people interviewed in the library indicated an awareness of the fund drive in progress at that time. Although there are no empirical data in this study to support the conclusion, it is likely that these annual fund drives increase the general public awareness of the library and consequently contribute to the unusually high circulation of material. Nevertheless, the conclusion that the fund drive is unsatisfactory as a source of regular budget support is inescapable. This appears to be true even if the BLA attempts to maintain existing services. The prospect of continuing inflation and increasing competition for tax as well as solicited dollars, is predictable.

Specific consideration of the tax dollar contributions of each public jurisdiction is presented in Table 10.

Since 1957, or during the past fifteen years, each jurisdiction has steadily increased its contribution to the library budget. The amounts of these contributions for the years 1957, 1967, 1971 and 1972 and the proportions of the total yearly expenditure is identified.

Table 10

Sources of Tax Support for the BLA - 1957-1972

	1957	%	1967	%	1971	%	1972	%
Town of Lysander	500	8.3	1000	8.0	1375	8.4	1500	8.2
Town of Van Buren	500	8.3	1000	8.0	1375	8.4	1500	8.2
Village of Bvle.	-	-	1000	8.0	2500	15.3	3000	16.5
Bvle. School District	1000	16.8	3000	23.8	4000	24.5	4000	21.9
Total	2000	33.4	6000	47.8	9250	56.6	10000	54.8
Total Library Expenditure	5988.89		12565		16339.60		18241.30	
Difference	3988.89	66.6	6565	52.2	7089.60	43.9	8421.30	46.2

Assuming a consistency of data for the intervening years not shown, the two towns have made contributions of slightly better than 8% per year. The proportion provided by the Baldwinsville School District has declined from slightly below 25% to approximately 22% during the past five years. The Village contribution has risen steadily during the past five years from 8% to 16.5% in 1972. No particular pattern is apparent from the data in Table 10. It is significant that each of the agencies has responded affirmatively to requests made of them. Since the school district and Village have contributed more, it is conceivable that both the library Board and the officials of these agencies felt that their responsibility for funding was greater than the towns.

If these data are considered from the point of view of the individual taxpayer, an interesting conclusion emerges. The total tax support for the library was $10,000 in 1972. This is calculated at a per capita rate of approximately $ .42, an amount $4.29, or 91%, below the recommended $4.71. Nevertheless, every taxpayer in the area was taxed at least twice to support the library. Furthermore, residents of the Village were taxed three times. In other words, a Village resident paid $ .46 per capita for the 1972 library budget. As a resident of the Town of Lysander, this same citizen paid an additional $ .13 per capita. As a resident of the Baldwinsville school district, this same resident contributed an additional $ .17 per capita. In summary, this taxpayer on the north side of the Village contributed tax funds of $ .46 (Village), $ .13 (Lysander), $ .17 (school) = $ .76 per capita total. The resident on the south side of the Village provided identical support of $ .46 (Village), $ .13 (Van Buren), $ .17 (school) = $ .76. Residents of Lysander living outside the Village were assessed $ .17 from the school district and $ .13 from the Town, for a total of $ .30. Van Buren residents provided $ .17 through the school district and $ .13 through the Town for an identical total of $ .30. In addition, many residents of these jurisdictions made a third or fourth contribution through the library fund drive.

The above analysis makes it abundantly clear that the distribution of the tax support for the library is not equitable throughout the service area. Nevertheless, despite the fact that the same taxpayer is providing support for library service from up to three different tax bases, the total collected is less than 10% of the recommended support necessary for minimum services. Since library service is provided uniformly to all residents of the school district, there is no inherent requirement that support be provided by all jurisdictions. The main justification for the present situation is the library's lack of an assured financial base of support for its services. Unfortunately, a certain percentage of every tax dollar collected must be allocated to overhead expenses for tax collecting. When library dollars are collected two and three times from the same taxpayer, an inordinate amount of overhead tax collection expenses are necessary. Since the library attempts to provide services to all residents of the school district, it is reasonable to suggest that financial support for these services should be provided by these people. This assumes the resident has an opportunity to choose to have these services provided. Once this decision has been made, taxpayers of the area can be expected to provide support for library services. However, they should not be expected to pay more than once. This assessment may be made through the towns or the school district but not through both, plus the Village. Of course, capital investments may also be provided by the Village or towns using revenue sharing funds as an immediate step toward accomplishment of a long-range plan for the library.

Facilities

Earlier it was indicated that the library was established in its present quarters in 1955. Although the location near the main intersection on the north side of the Village is excellent, it is inadequate for present needs in almost every other respect. The Library Board has been aware of the inadequacy of the present facility for some time. For example, at its January, 1967 meeting, the BLA expressed a desire to be included in a community center being planned at that time.

In 1969, The Messenger reported that a plan to construct a wing at the rear of the present structure was proposed. This wing would have consisted of about 1,000 square feet, doubling the library's useable space. In addition, it was to be designed so the existing structure could be removed. While such a plan had tempting merits, e.g., funds were almost available for construction, the Board wisely looked farther ahead and realized that this addition would not have satisfied space needs required at that time without considering the future. This was especially true for parking.

The existing library facility is a frame building converted from residential use. The second floor is unuseable for regular services because of structural weaknesses and lack of fire safety requirements. Hence, the former kitchen is the staff workroom and the former dining room houses the fiction stack area. The circulation desk is located in a foyer-living room area. Non-fiction stacks are mounted on the walls of the original parlor with center floor space occupied by a large table capable of seating eight to ten people. The children's collection is located in a small room (former bedroom?) adjacent to the foyer-living area. The basement, like the second floor, is unuseable for library purposes.

Inasmuch as the existing quarters are inadequate structurally, no attempt is made to compare this facility to ALA recommendations for minimum space requirements for library service to a community of approximately 25,000 people. Table 11 presents recommendations for a population of approximately 25,000 and a population of 50,000, the current and projected populations for 1980.

If the library is designed to serve adults, young adults, and children with services oriented to each age group, a rule of thumb guide for space allocation is suggested at one-third for each age group with adult and young adult spaces adjusted to provide for reference or study areas.

As is indicated in Wheeler's pamphlet, as much space as possible should be located on the first floor. Ideally, the library building should be completely flexible with fixed walls kept to a minimum. Its location should be near the main center of business activity with adequate adjacent parking available.

Table 11[16]

Minimum Space Requirements (square feet)

Item	1973 25,000 population	1980 50,000 population
Book Storage*	5,000	10,000
Reader Space**	3,000	4,500
Staff Work Space	1,450 (a)	2,550 (b)
Additional Space (c)	1,800	5,250
TOTAL SQUARE FEET	11,250	22,300

* 2 volumes per capita x 10 volumes per sq. ft.

** 4 seats per 1000 population up to 25,000; 3 seats per 1000 up to 5000, x 30 sq. ft. per seat.

(a) 1000 sq. ft. plus 150 for every member over 7
1 staff per 2500 = 10 = 1000 + 450 = 1450

(b) 1500 sq. ft. plus 150 sq. ft. for every staff member over 13
1 staff per 2500 = 20 staff
1500 + 1050 = 2550

(c) circulation area, toilets, heating, janitors, closet multipurpose meeting room, etc.

As indicated earlier, the existing facility is inadequate for the services currently being offered. Indeed, it is a major inhibiting factor in expanding present levels of services and collections. Although the location is satisfactory in some respects, the potential lack of adequate parking is a serious limitation in considering this site for future construction.

The immediate need of the library is to acquire larger and more appropriate quarters. Despite the urgent need for better facilities, it is recommended that the immediate move should be to interim quarters. This will relieve the space problem which is the most serious at present. The easing of this problem will also remove some of the pressure for hasty action. This will afford time to accomplish necessary reorganization goals as well as the implementation of plans for increasing collections, services and personnel. A move to interim quarters will also buy time for the careful development of a comprehensive building program encompassing the main library, as well as service points at other locations in the district such as the Seneca Knolls-Village Green area and the LNC.

Library Information Resources

By the end of 1972, the collections of the library had grown to 19,071 items. Table 12 shows a breakdown of these items by categories or formats.

Table 12

BLA Information Resources

Category	# Titles	# Items or Volumes
Books	16,151	16,992
Periodicals	36	36
Newspapers	3	106
Pamphlets	1,133	1,133
Music (librettos)	78	78
Catalogs	58	58
Maps	192	192
Recordings	476	476
TOTAL	18,127	19,071

The Interim Standards recommend specific numbers for books, periodicals, newspaper subscriptions, and long playing discs or recordings.[17] In addition, there are general suggestions regarding the acquisition of other non-book resources which include slides, films, organization and government reports, maps, music scores, micro-reproductions, pamphlets, clippings and pictures. No specific quantities are recommended for this latter group. In fact, the Standards suggest that communities with limited budgets make cooperative arrangements to use resources from other libraries or agencies. In 1970, Joseph Wheeler suggested that libraries concentrate on developing adequate book resources before attempting to develop an audio-visual collection. His point is expressed in the following excerpt:

> "We do not imply that phonorecords and films are not important; many of the consequential are essential, in libraries

> which can afford them. Most states now have film circuits at nominal rentals. But if important books cannot be afforded should A/V materials be afforded. A library cannot do everything. The public and the majority of librarians will continue to look on printed matter as the public library's prime obligation, and will not equate A/V materials and related activities and staffing with print and ink servicing."[18]

It is clear that Wheeler did not include microprints among his categories of A/V material. In view of the inconclusive recommendations of various authorities and the fact that the non-book collections of the BLA represent less than ten percent of the total, no further analysis was made of these materials, with the exception of newspapers and periodicals.

Interim Standards recommendations for the book collection are compared to the present BLA resources in Table 13.

Table 13

1972 BLA Book Collection and Interim Standards Recommendations[19]
for populations of 25,000 and 50,000

Categories	(1) 1972 Holdings	(2) Recommendation for 25,000 (1973)	(3) Difference between (1) & (2)	(4) Recommendation for 50,000 (1980)
Books (volumes)	16,992	50,000 (a)	33,008	100,000 (a)
Magazine subscriptions	36	100 (b)	64	150 (b)
Newspaper subscriptions	3	3 (c)	-	(d)

(a) based on recommendation of 2 books per capita
(b) recommendation for populations of 25,000 and 50,000
(c) recommendation 1 local, 1 regional, 1 national
(d) no recommended number given.

An analysis of the data presented in Table 13 shows the contrast between the 1972 book collections of the library and the recommendation by the American Library Association. At present, the library has about 34% of the volumes it should have with a population of 25,000. A systematic attempt to acquire a basic collection of 100,000 volumes by 1980 would mean the acquisition of approximately 10,376 volumes per year. This is 8,623 volumes more than was acquired in 1972. Viewed in this extreme, it would appear that such an objective is impossible of achievement. From another view, however, neither the gap nor the annual acquisition rate is as difficult of achievement as would appear above.

An alternative approach encompasses the total current annual investment the taxpayers/residents of the Baldwinsville school district make in library services. This includes annual appropriations for current acquisitions of the school libraries as well as their existing resources. Since the users of these libraries are also users of the public library*, it is reasonable to think in terms of total community library resources rather than the resources in the public library on the one hand and school libraries on the other. Viewed in this context, the goal of 100,000 volumes by 1980 is not unreasonable since over half of this number is already available in the various libraries.

Book Collection: Evaluation

Although the book collection consisted of 16,992 volumes at the end of 1972, a mere count of volumes is not an adequate measure of the relevance of the collection to the needs of the community. In order to achieve a more accurate assessment of the relevance of the book collection, a sample of titles was selected for closer analysis. The objectives of this analysis were threefold:

(1) to determine the currency of material, i.e., how old;

(2) to determine what proportion of the collection was represented in standard lists of recommended titles;

(3) to identify areas and subjects of heavy use and areas of comparatively little use.

In general, it was assumed that information on these three characteristics would provide an indication of the relevance of the library collections for the needs of the community.

The sample consisted of 523 titles excluding reference and non-book material. The following methodology was employed to achieve as much representation as possible of the total collection.[20]

---

* In 1970, there were 8052 children between the ages of 5 and 18. This is 33.8% of the total population of the area.

(1) Shelflist cards were measured in inches:

adult fiction = 63 1/2" = 5715 cards or titles
adult non-fiction = 49 5/8" = 4466 cards or titles
juvenile fiction = 26 1/2" = 2385 cards or titles
juvenile non-fiction = 9 1/2" = 855 cards or titles
reference = 2 1/8" = 191 cards or titles

Total = 151 1/4" = 13,612 cards or titles.

(2) The average number of cards per inch was obtained by randomly selecting seven one-inch groups of cards and counting the number of cards in each. These were 89, 95, 90, 89, 86, 89, 95 Σ633/7 = 90.

(3) To achieve an interval for selecting a sample estimated at approximately 500 items. 13,612 minus reference books = 13,590/500 = 27.2 card intervals.

(4) 27.2 converted to inches = 5/16" per interval.

(5) Thus, a card at every 5/16 of an inch was selected from the entire shelflist.

Following this procedure for random selection, the sample selection resulted in 523 cards. Each card represented a title or book. Since this sample was over 100 above the maximum statistical requirements[21] for valid representation, the 523 titles were accepted. Information collected from each sample title consisted of the following: classification number, author's last name, short title,date of publication. Information added included: (1) was the title in the library at the time of the study; (2) does it appear in a standard list of recommended titles; and (3) was it borrowed during the period 1971-72 (until time of survey, Fall, 1972).

Table 14 shows the distribution and proportions of adult sample titles among subject classifications (columns 1-2); data regarding titles in use (columns 3-6); and titles borrowed at least once during period 1971 - Fall, 1972 (columns 5 and 6).

An analysis of the data presented in Table 14 suggests the following conclusions about the adult circulating collection of the BLA. As might be expected, the fiction collection is the largest category at 30.8%. This proportion is increased to 48.9% when combined with the mystery-western-science fiction category. When paperbacks are added, the proportion increases to over half or 54% of the total adult collection. Of the 200 titles in these fiction categories, it was found that 39, or 19.5%, were in use at the time of the survey. This proportion is higher by 51% than the proportion of all adult books in circulation at the time of the survey. From another point of view, it can be seen that fiction represents (39/55) 71% of the titles borrowed at the time of the survey. These data clearly indicate that the fiction collection is the center of attention for the majority of library borrowers at the BLA.

Table 14

Distribution of Adult Sample Titles by Classification and Use

	(1) Number in sample	(2) % N=370	(3) Number out of library	(4) % of total n=55	(5) No. circulated 1971-72	(6) % of total N=370
General Works 000	0	0	0	0	0	0
Philosophy 100	7	1.9	2	3.6	7	1.9
Religion 200	5	1.3	1	1.8	4	1.1
Social Sciences 300	17	4.6	0	0	9	2.4
Languages 400	3	1.0	0	0	0	0
Sciences 500	12	3.2	0	0	8*	2.2
Technology 600	23	6.2	4	7.3	19**	5.1
Fine Arts 700	19	5.1	1	1.8	18*	4.9
Humanities 800	22	6.0	3	5.5	13*	3.5
History-Travel 900	36	9.7	3	5.5	26*	7.0
Biography 920-B	26	7.0	2	3.6	22	6.0
Fiction F	114	30.8	23	41.8	99*	26.8
Western Mystery Sci.Fic.	67	18.1	13	23.6	61*	16.5
Paperback	19	5.1	3	5.5	9***	2.4
TOTAL	370	100.0	55	100.0	295	79.8 (a)

* 1 title missing ** 2 titles missing *** 4 titles missing

(a) excluding 13 missing titles or 3.5% of N and 61 (16.7% of N) were not borrowed during 1971-72.

A comparison of these data with other studies such as Monat's shows a fairly broad discrepancy. Monat[22] found that fiction represented approximately 36% of the reading done by the respondents in his study. Although his data are based on responses from people as opposed to the BLA data collected from book titles, findings differ widely enough to account for these methodologies and still suggest a significant difference. Thus, it would appear that the borrowing of fiction is significantly higher in the BLA than in the Pennsylvania libraries studied by Monat. Since the characteristics of the user population appear to be consistent with user characteristics identified elsewhere (see Chapter V) it is reasonable to assume that the differences in the quality of the collections may account for differences in use. This may mean that (a) the fiction collection is adequate in quality and/or (b) the non-fiction collection is inadequate. Following are certain facts about the collection and 1971 book publishing statistics:

(1) 500 fiction titles were added in 1972, while only 225 non-fiction titles were added;

(2) 207 fiction titles were withdrawn in 1972 as contrasted with the withdrawal of 51 non-fiction titles;

(3) in 1971, 3420 new fiction titles were published in the U. S. while 34,272 non-fiction titles were published the same year;[23]

(4) the BLA added 14.6% of the 1971 fiction titles and 0.7% of the 1971 non-fiction titles;

(5) the total BLA holdings for fiction and non-fiction are about equal.

Given these facts, it is reasonable to conclude that the fiction collection is more relevant to community interests than the non-fiction collection. However, it appears reasonable to suggest that neither collection is minimally adequate for community needs, although the evidence favors the fiction collection.

In order to obtain a further verification of the validity of the sample data, a comparison was made with the BLA Annual Report for 1972. Table 15 presents these comparative data for fiction and non-fiction holdings, showing that the sample data are generally consistent with the data presented in the 1972 Annual Report, e.g., the proportion of sample titles for fiction is 54.1% while the proportion shown in the 1972 Report is 50.5%. Similarly, the sample shows that 70.9% of the titles in use were fiction. The Annual Report shows that 69.5% of the annual circulation statistics was for fiction. Therefore, it is reasonable to conclude that the sample data are representative of the collection as a whole with respect to the above categories.

Table 15

Comparison of Sample Data With Holding and Circulation Data in BLA *Annual Report* for 1972

(1) Categories	(2) Sample N=370	(3) % of N	(4) BLA Holdings 1972	(5) % Total	(6) Sample Titles in use n=55	(7) % n	(8) BLA Circulation 1972	(9) % Total
Adult fiction*	200	54.1	5952	50.5	39	70.9	26,001	69.5
Adult non-fiction	170	45.9	5827	49.5	16	29.1	11,411	30.5
TOTAL	370	100.0	11779	100.0	55	100.0	37,412	100.0

* includes fiction, westerns, mysteries, science fiction and paperbacks, omitting 7 missing titles.

According to the sample, adult non-fiction represents about 46% of the total adult collection. The proportion of all non-fiction books in use at the time of the surey was 32.3%. When calculated against the total adult collection (fiction and non-fiction), the proportion of non-fiction titles in use drops to 9.4% or less than half the proportion for fiction books.

Table 16 presents data on BLA non-fiction use by categories (column 2) and contrasts these data with the Bundy and Monat data (columns 4 and 5). Column 3 shows proportion of non-fiction titles in the BLA collection which were borrowed at least once during 1971-72.

An analysis of data presented in Table 16 suggests specific conclusions about the relevance of titles in various subjects of the non-fiction collection. First, it should be noted that sample data for certain subject categories (column 2) appear inconsistent with data in column 3. This may be the result of borrowing patterns varying at different times of the year. Therefore, analyzed data are from column 3 because these data represent titles borrowed at least once during 1971 and 1972.

BLA differences from Bundy data reflect greater use by BLA borrowers in the five areas of philosophy, religion, applied sciences, fine arts and history. Compared to Pennsylvania users (Monat), BLA users borrow more material in the three areas of applied sciences, fine arts, and literature. Thus, the BLA borrowers appeared to use less material than

Maryland (Bundy) borrowers in the five fields of general works, social sciences, language, sciences and literature. Compared to Monat's respondents, BLA borrowers used significantly less material in four categories of religion, social sciences, language and sciences. The two subjects in which BLA users exceed both Bundy and Monat respondents are in applied sciences and fine arts. The three areas where BLA use is below both of the other studies is social sciences, language and the sciences. A tentative conclusion would suggest that these subject collections lack relevance to potential needs of BLA users.

Table 16

Comparison of BLA Non-Fiction Use Data with Bundy and Monat Studies

(1) Subject Category	(2) In use at time of sample (n=16) %	(3)[24] Sample circulated at least once 1971-72 (n=126) %	(4) Bundy (n=6212) %	(5)[25] Monat (n=2515) %
000 (Gen. Wks.)	0.0	0.0	1.6	**
100 (Philosophy)	12.5	5.6	1.1	5.7
200 (Religion)	6.3	3.2	2.0	5.4
300 (Soc.Sci.)	0.0	7.1	23.0	10.5
400 (Language)	0.0	0.0	1.3	1.1
500 (Science)	0.0	6.3	11.1	8.9
600 (Appl. Sci.)	25.0	15.1	12.7	13.8
700 (Fine Arts)	6.3	14.3	9.5	8.1
800 (Literature)	18.7	10.3	16.2	7.8
900+920B (Hist., Travel,Biog.)	31.2	38.1	20.5	38.7
TOTAL	100.0	100.0	99.0*	100.0

* there is a 1% error in Bundy's data, p. 48

**these data included fiction. To achieve a comparable base, these data were subtracted from Monat's total to arrive at a total of non-fiction users of 2515.

The Interim Standards indicate that a community of the size served by the BLA (25,000) should have a basic collection consisting of 80% of the total plus a changing collection represented by the remaining 20%. The distinction between "changing" and basic collections is defined as follows:

> "A library's basic collection should contain only those items which have lasting usage. Books

> needed for shorter periods of time should be supplied by changing collections from resource centers, supplementing the basic collection. A certain portion of the budget should be set aside for rentals, contractual arrangements, and transportation costs for interlibrary loans needed to provide these changing collections."[26]

Relating this definition to the BLA adult collection, one could assume that the category for "mysteries, science fiction and westerns" as well as paperback books would be considered part of the changing collection.

A recommendation for the rate of annual acquisitions indicates that 5% of the basic collection (80%) should be added each year and 5% should be withdrawn. If these recommendations are followed, a community library collection will consist of a changing collection of light popular material usually less than 5-10 years old representing 20% of the total. An additional 20% of the basic collection will be less than five years old (05% x 80% = 4% x 5 yrs. = 20). Another 20% of the basic collection will be less than ten years old; a fourth 20% less than fifteen years old, etc. Thus, a measure of the quality of the BLA collection can be obtained by analysis of the publication dates of the titles in the sample and comparing these data with ALA recommendations. Table 17 displays data on groupings of publication dates of sample titles.

Table 17

Imprint Dates of Adult Books

(1) Imprint Dates	(2) Sample Number	(3) % N=377
1968-72	72	19.1
1963-67	98	26.0
1958-62	50	13.3
1946-57	88	23.3
- 1945	52	13.8
No Date	17	4.5
TOTAL	377	100.0

Column 3 shows that 19.1% of the collection was acquired in the last five years. This is significantly less than the number, 30-40%, that should be represented in this group. The number of titles from 5 to 10 years old is slightly greater (26.7%) than the recommended 20%. The third category of titles from 10 to 15 years old (1958-62) is also less (13.3%) than the 20% suggested. A reminder of the library's budget struggles will suggest reasons for these differences. Perhaps the figures of most significance in Table 17 are those related to the 23.3% between 15 and 27 years old and the additional 13.8% over 28 years old. Even accounting for the necessary "classics", this is a significantly higher proportion than is recommended. A tentative conclusion evident from these data is that about 20% of the collection is represented by old, and probably obsolete, information and should be discarded. An analysis of circulation in comparison with the imprint dates is necessary to identify areas of the collection not being used, possibly due to the out-dated nature of the material.

The data in Table 18 are presented in a matrix of age groupings correlated with frequency of use during the period from the beginning of 1971 to September, 1972. Fiction and non-fiction titles are separated in order to identify significant differences in the use of these materials.

Table 18

Age of Fiction Titles Contrasted with Use During 1971-72

Age Groupings	Sample		Number of times borrowed 1971-72								Missing	
	(1) #	(2) % N=207	(3) over 10	(4) % N=207	(5) 6-10	(6) % N=207	(7) 1-5	(8) % N=207	(9) 0	(10) % N=207	(11) #	(12) N=207
Fiction												
1968-72	39	18.8	16	41.0	10	25.6	11	28.2	2	05.1	0	0.0
1963-67	57	27.5	15	26.3	12	21.1	22	38.6	6	10.5	2	3.5
1958-62	28	13.5	6	21.4	3	10.7	16	57.1	1	3.6	2	7.1
1946-57	50	24.2	6	12.0	11	22.0	22	44.0	9	18.0	2	4.0
- 1945	25	12.1	1	4.0	3	12.0	12	48.0	6	24.0	3	12.0
No date	8	3.9	0	0.0	0	0.0	3	37.5	4	50.0	1	12.5
TOTAL FICTION	207	100.0	44	21.3	39	18.8	86	41.6	28	13.5	10	4.8

Of the 207 fiction titles in the sample, all but 28 were borrowed at least once. Assuming the validity of our sample as representative of the fiction collection, it can be concluded that 86.5% of the entire collection was borrowed during the period. Conversely, 13.5% of the collection was not used in 1971-72. Given the ALA recommendation that 5% of the basic collection should be withdrawn each year, it is possible that many of these titles should be considered for that action. In general, it must be noted that the amount of use of the fiction collection is impressive.

Correlations with age show that the greatest use is of current (published within five years) materials. Forty-one percent of these titles were borrowed over ten times each. The largest proportion of fiction titles fell in the 1963-67 category. Of the 57 titles in this group, 10.5% were unused. This unused proportion drops unexpectedly to 3.6% in the 1958-62 group. The proportion of unused materials increases with older material. Thus, for titles from 15-26 years old, the proportion is 18%. Twenty-four percent of the material over 26 years old remained unused. While it is clear from these data that older material should be considered first in a plan for discarding, it is also clear that age is only one of many criteria to be considered. The surprising evidence presented in Table 18 is that a much higher proportion of the older fiction material is circulating than was expected.

Non-fiction titles represented 45% (170) of the total sample. Table 19 (column 2) shows the distribution of these titles among the age groupings. About 43.5% of the non-fiction titles are less than ten years old. Column 8 shows that the use category from 1-5 times was generally high. The unused proportion of the non-fiction collection (column 10) was significantly higher (21.2%) than fiction. Thus, while 78.8% of the non-fiction collection was borrowed during the period, approximately 1235 titles remained undisturbed on the shelves. As with the unused fiction collection, these titles should be considered for withdrawal. The total number of unused adult fiction and non-fiction titles was 2040, or approximately 16.9% of the adult collection. When added to the 9.0% of missing titles, it is possible that a 26% reduction in the adult collection would not significantly affect the use of the library.

Table 19

Age of Non-Fiction Titles Contrasted with Use During 1971-72

Age Groupings	Sample		Number of times borrowed 1971-72								Missing	
	(1) #	(2) % N=170	(3) over 10	(4) % N=170	(5) 6-10	(6) % N=170	(7) 1-5	(8) % N=170	(9) 0	(10) % N=170	(11) #	(12) % N=170
Non-Fiction												
1968-72	33	19.4	11	33.3	1	3.0	17	51.5	2	6.0	2	6.0
1963-67	41	24.1	4	9.5	1	2.4	25	59.5	9	21.4	2	4.8
1958-62	22	12.9	0	0.0	5	22.7	14	63.6	3	13.6	0	0.0
1946-57	38	22.4	2	5.3	9	23.7	17	44.7	8	21.1	2	5.3
- 1945	27	15.9	0	0.0	1	3.7	14	51.9	12	44.4	0	0.0
No date	9	5.3	1	11.1	0	0.0	6	66.7	2	22.2	0	0.0
TOTAL NON-FICTION	170	100.0	18	10.6	17	10.0	93	54.7	36	21.2	6	3.5

A further measure of the quality of the adult collection was obtained by checking sample titles in standard sources of recommended titles for public libraries. Table 20 shows the data for fiction and non-fiction categories. It is evident that this indication of the quality of the adult collection is not impressive. Expectations of a complete match or 100% representation are unrealistic. The total number of titles in the Fiction Catalog is 4350 not including supplements. Extrapolations for the total BLA fiction collection indicate that approximately 774 titles match those in the recommended Fiction Catalog. As might be expected, the non-fiction total indicated in the Public Library Catalog is approximately 350 titles or less than 20% of the total 14,501 titles recommended. These figures must be considered in combination with those regarding age and use (Tables 18 and 19). Nevertheless, it is evident that the collection does not include a large enough representation of recommended material, especially in the non-fiction category.

Table 20

Number of BLA Sample Titles Found in Recommended Lists*

	(1) Number	(2) Number in recommended lists	(3) % of (1)
Fiction	207	27	13.0
Non-fiction	170	10	5.9
TOTAL	377	37	9.8

* Fiction Catalog, 8th ed., N.Y., H.W. Wilson, 1971.
Public Library Catalog, 5th ed., N.Y., H. W.Wilson, 1968. Annual Supplement 1969-72.

The children's collection was analyzed by age of material and use in a method similar to the adult collection. Table 21 presents data on these analyses. The number and proportion of sample titles according to age groupings are presented in columns 1 and 2.

Table 21

Analysis of Children's Collection by Age and Use

Age Groupings	Sample							
All Types	(1) #	(2) % of N=153	(3) Circulated 1971-72	(4) % N=153	(5) Not circulated	(6) % N=153	(7) Missing	(8) % N=153
1968-72	42	27.5	37	88.1	2	4.8	3	7.1
1963-67	33	21.6	29	87.9	3	9.1	1	3.0
1958-62	27	17.6	24	88.9	2	7.4	1	3.7
1946-57	24	15.7	20	83.3	2	8.3	2	8.3
- 1945	10	6.5	7	70.0	2	20.0	1	10.0
No date	17	11.1	13	76.5	1	5.9	3	17.5
TOTAL	153	100.0	130	85.0	12	7.8	11	7.2

Approximately 50% of this collection is under ten years of age. The distribution of material among the age groupings appears to be reasonable. Comparisons between age and use also support this conclusion. Approximately 85% of the collection circulated during the period. As might be expected, older material (pre-1945) is more likely to collect dust than more recent acquisitions. The 1972 Annual Report shows that 566 volumes, or 10.9% of the collection, were added during 1972. The average price for a children's book was $4.23[27] in 1971. Using this figure, it is calculated that approximately $2,394 was spent on juvenile materials. ALA recommendations suggest 30% of the annual budget should be spent on juvenile material. The BLA spent approximately 57.9% of the 1972 budget for children's materials. Needless to say, this is almost twice the recommended amount. However, ALA recommends a per capita collection of 2 - 2 1/2 titles[28] per child. The BLA collection has less than half the recommended amount. Nevertheless, the children's collection comes significantly closer to recommended levels than any other category. Therefore, if one follows the principle of supporting the strongest element to achieve minimum standards, the continued high level of support is reasonable. On the other hand, it may be presumed that more than adequate resources already are present in area school libraries. Therefore, it may be more reasonable to devise a means of utilizing these resources outside of school hours than duplicating collections in the public library. An analysis of the number of children's titles listed in the Children's Catalog is presented in Table 22.

Table 22

Children's Titles Listed in Children's Catalog (CC)[29]

	(1) Sample	(2) Number in CC	(3) % N=153
Fiction	81	23	28.4
Non-fiction	72	18	25.0
TOTAL	153	41	26.8

Sample titles are evenly distributed among fiction and non-fiction categories. Extrapolations of these data to the total collection would suggest that a total of approximately 1397 titles are represented in the Children's Catalog. This is 27.2% of the 5119 titles in this standard list. Thus, the children's collection appears to be more relevant, more current, of a better quality, and significantly better supported than the adult collection. As might be expected from the above, this collection is also used more than the adult collection. At present, aside from quarters and staff, the most significant drawback in the children's collection is its size. Since there is a strong possibility that appropriate materials are available in school libraries, the problem is more of distribution and access than of acquisition.

Relationship with other libraries and the Onondaga Library System (OLS)

The BLA is one of 21 member libraries in the Onondaga Library System (OLS). The OLS provides a number of services for member libraries ranging from direct financial grants to a variety of supporting activities. In addition, the OLS serves as an intermediary between the BLA and the State Division of Library Development. In this capacity, the OLS prepares reports, interprets regulations, distributes information, speaks on behalf of the member libraries and their constituencies and secures funding for support and possible distribution.

In addition, the most direct and significant service provided by the OLS to the BLA is the processing of new acquisitions. This includes the ordering, receipt, cataloging and processing of material plus the bulk of the bookkeeping and accounting that accompanies this aspect of library operation. It is reasonable to assume that this service saves the BLA the cost of at least one full-time-equivalent person and possibly two. As the library continues to increase so will the value of this service. By providing a centralized processing service, the OLS is well equipped to maintain a record of the location of materials within the system for interlibrary loan purposes. It also is able to exploit regional and statewide interlibrary loan networks to provide fast, accurate and efficient service to the borrowers of BLA.

A major consequence of the development of the OLS is the accessibility of all of the public library resources in the system. While a borrower may request material through interlibrary loan, he may also visit any public library in the system and borrow material on his BLA card. When finished, he may return these books to the BLA for return to the other library. This service is handled by system personnel.

Other services provided by the OLS include consulting services for adult and children's book selection and weeding, preparation of publicity material, programming services and audio-visual resources. Consultants will assist in planning, policy development, building planning and organizational and administrative matters if invited to do so.

In general, membership in the OLS is a considerable factor in the day-to-day operation of the BLA. Unquestionably, the existence of the OLS during the past ten years has contributed significantly to the BLA achievements. Consequently, future development of the OLS will have a profound influence on the BLA as well as other member libraries.

[1] *Interim Standards for Small Public Libraries: Guidelines Toward Achieving the Goals of Public Library Service*, Public Library Association of the American Library Association, Chicago, 1962.

[2] *Minimum Standards for Public Library Systems, 1966*, Public Library Association of the American Library Association, Chicago, 1966.

[3] U.S. Bureau of Education. *Public Libraries in the United States, Their History, Condition and Management*, Special Report. Part I, Washington, D.C. USGPO, 1876, p. 40.

[4] Garceau, Oliver. *The Public Library in the Political Process: A report of the public library inquiry*. New York: Columbia University Press, 1949, p. 25.

[5] *By-Laws*, Baldwinsville Library Association, adopted December 6, 1972.

[6] *Charter*, Baldwinsville Library Association, granted December 19, 1947.

[7] *Interim Standards for Small Public Libraries: Guidelines Toward Achieving the Goals of Public Library Service*, p. 3.

[8] Ibid., p. 4.

[9] Ibid., p. 9.

[10] Ibid., p. 9

[11] In 1957, an average junior professional salary was between $4,000 and $5,000.

[12] *Cost of Public Library Services: 1971*, p. 3.

[13] Wheeler, Joseph L. "What Good Are Public Library Standards?" Library Journal, 95(3): 455-62, February 1, 1970.

[14] Wheeler, Joseph L. and Herbert Goldhor. *Practical Administration of Public Libraries*. New York, Harper and Row, 1962, p. 118.

[15] Baldwinsville Library Association *Annual Report* for year ended December 31, 1972, p. 5.

[16] Wheeler, Joseph L. *The Small Library Building* (No. 13 Small Libraries Project), Library Administration Division, American Library Association, 1967, p. 9.

[17] *Interim Standards for Small Public Libraries: Guidelines Toward Achieving the Goals of Public Library Service*, p. 7-8.

[18] Wheeler, Joseph L. "What Good Are Public Library Standards?" p. 460.

[19] *Interim Standards for Small Public Libraries: Guidelines Toward Achieving the Goals of Public Library Service*, p. 7-8.

[20] Rutgers University Library evaluation form.

[21] Backstrom, Charles H. and D. C. Hursh. *Survey Research*. Northwestern University Press, 1963, p. 33.

[22] Monat, William R. *The Public Library and its Community: A Study of the Impact of Library Services in Five Pennsylvania Cities*. Institute of Public Administration, Pennsylvania State University, 1967. p. 81.

[23] *Bowker Annual of Library & Book Trade Information, 1972*, 17th ed. New York, Bowker Company, p.176.

[24] Bundy, Mary Lee. "Metropolitan Public Library Users; A Report of a Survey of Adult Library Use in the Maryland Baltimore-Washington Metropolitan Area", p. 48.

[25] Monat, William R. *The Public Library and its Community: A Study of the Impact of Library Services in Five Pennsylvania Cities*,

[26] *Interim Standards for Small Public Libraries: Guidelines Toward Achieving the Goals of Public Library Service*, American Library Association, p. 8.

[27] *Bowker Annual of Library & Book Trade Information, 1972*, p. 185.

[28] *Children's Services in a Small Public Library*, No. 12 in a Series, Small Libraries Project, Library Administration Division, American Library Association.

[29] *Children's Catalog*, 12th ed., H.W. Wilson, 1971.

CHAPTER

IV. THE LIBRARY: SERVICES

When the doors are locked, the library is merely a warehouse for storing books. However, the mere turn of a key does not transform the warehouse into a library. It is a carefully planned program of services from the lending of books to story hours for pre-schoolers that enable the community to "tune in" to the main stream of thoughts, ideas, dreams and actions that connect the present with the past. Therefore, an identification, description and analysis of the various services provided by the library is essential to an understanding of its current status as a community service agency.

Services are defined as those activities conducted by the library staff which result in a direct or indirect advantage to the user in pursuit of information. Thus, a direct service would include reference and circulation activity. An indirect service would include ordering and processing of library materials. Those services analyzed in this chapter are as follows:

(a) library hours (open)
(b) registration
(c) circulation
(d) reference and information, including interlibrary loan
(e) services to groups (including story telling)
(f) displays, reading lists
(g) technical services (including ordering, acquisition, and processing of materials).

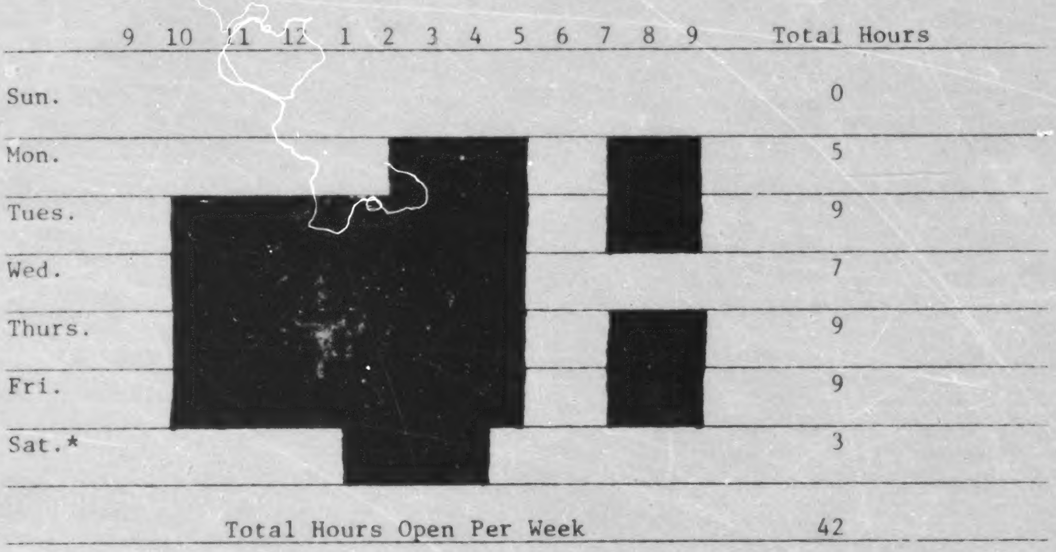
Library Service Hours

Currently the BLA is open for service a total of 42 hours per week, except during the summer months when the total is 39 hours. Figure 1 shows the distribution of these hours during the week.

The ALA Minimum Standards recommend that a library serving a community of 10,000-24,999 people should be open from 45 to 60 hours per week. The present 42 hours are inadequate for a community of 23,627 people. To meet the minimum recommendations for hours of service, it will be necessary to add 18 more hours. By keeping the library open during the dinner hour (5-7 p.m.) each day, ten hours could be added. These are the weekday hours that correspond with time when the most people will be free to use the library. In addition, the hours of service on Saturday could be extended to 6 p.m. Four more hours could be added to the Monday schedule by opening the library at 10 a.m. as with other days.

Figure 1

Library Service Hours: Weekly



*During the summer months, the library is not open on Saturdays.

Sunday hours are becoming recognized as among the most important periods for the library to be open. Sunday is the time when families, including the father, are likely to visit the library as a group. Several county libraries have followed the lead of the Onondaga Free Library in establishing Sunday hours. Therefore, it is recommended that the BLA join this group by establishing Sunday hours of service from 1 to 5 p.m.

Thus, the library schedule would be daily from 10 a.m. to 9 p.m.; Saturdays 1 p.m. to 6 p.m.; and Sundays from 1 p.m. to 5 p.m. As hours of service are extended, it is suggested that first priority be given to adding service during those hours that are considered leisure periods. Therefore, Sunday hours would be first in extension of service. These would be followed by additional Saturday hours and then more hours during the week. Prior to the implementation of expanded services, an attempt should be made to poll current and potential library users regarding their order of preferences.

Registration and Circulation

In order to identify needs and characteristics of users of the BLA, studies were made of the registration and circulation data files.

Information obtained from the registration file indicates sex, residence, adult or juvenile (school and grade), card number, and expiration date.

An estimate of the number of registered borrowers was determined by measuring the number of inches of files (55.6"), determining the average number of registration cards per inch (103) and computing the total (55.6" x 103 = 5727). The estimate of 5727 registered borrowers represents about 24% of the community. This is slightly below the national proportion of about 28%.[1] However, due to the changed numbering system, it was possible to determine that approximately 36% of the cards had expired beyond the three-year registration period. Subtracting 36% (2062) from the total file (5727) leaves a reasonably accurate estimate of 3665 currently registered borrowers. The proportion of the population represented by 3665 is 15.4% or considerably below the national proportion for adult borrowers mentioned above.

The national figures for juveniles registered to use public libraries is approximately 30% of the number of children under 15 years of age. The BLA juvenile registration file contains about 2225 cards. Since this represents only children who are attending grades K-6, it shows a proportion of 55.3% of the 4025 children in the area. Thus it can be seen that the registration of children is considerably higher than national norms.

The number of adults registered to use the library is estimated at 2242, or about 11% of the population over 12 years of age. This is considerably below the national norm. However, given the facts regarding facilities, resources, financial support, etc., mentioned in earlier chapters, these figures must be considered generally from the positive side. Consequently, despite documented inadequacies, it can be said that these registration figures are amazingly high and provide substantial evidence of the interest in and need for adequate library services in the area.

In order to obtain a comparison of BLA registered borrowers with other library studies, a sample of cards was pulled from the registration file. From a point selected randomly in each file drawer, a card was chosen as a starting point. At 3/8" intervals before and after this card, other cards were selected for the sample. The total number chosen was 219, representing 140 adults and 79 children.

Table 23 shows a breakdown of sample subjects between male and female for adults and children.

Table 23

Sex Distribution of Registration Sample

	Adult		Children K-6		Total	
	No.	%	No.	%	No.	%
Females	85	60.7	38	48.1	123	56.2
Males	55	39.3	41	51.9	96	43.8
TOTAL	140	100.0	79	100.0	219	100.0

The figures in Table 23 show that the BLA users conform to the national pattern in library registration and sex distribution. The juvenile borrowers are fairly evenly divided between the sexes. However, despite the fact that the adult sample includes junior high school and high school students, the male/female proportions resemble national patterns with a higher percentage of women registered to use the library. The consistency of these data with other studies supports the conclusion that the sample was representative of the entire registration file.

A comparison of registration file data with information obtained from samples of the circulation files suggested a means of distinguishing between library registration and library use. This was particularly important when comparing the distribution of library users throughout the district.

A random sample reflecting the borrowing characteristics of library users throughout a given year was not feasible nor necessary considering other information available. However, a correlation of actual library use with registration records seemed to be a reliable means of determining patterns of consistency or divergence.

Circulation records in the BLA are maintained according to date due and alphabetically by author. When a book is borrowed, the borrower's card identification number is stamped on the book card retained by the library. In this way, it is possible to determine which books are borrowed, when they are due and by whom they were borrowed.

Two separate samples were drawn from the circulation file by taking the first card of every other letter of the alphabet within each date due category. Data collected consisted of author, classification, number of times book had circulated and first and last borrower numbers indicated on the card. Subsequent analysis suggested that the data most appropriate for analysis were the borrowers' card numbers which could lead to information about the borrowers themselves.

The first sample was selected during May-June, 1972 for material due two weeks later on the following days: June 7-10, 13-17, 19-21. The total number of sample cards for books charged out during this period was 141. Because area schools were in session at this time, it was necessary to collect a second sample to reflect borrowing action during the school vacation period. This second sample was drawn for books due on August 21-25, 28-31 and September 1. This sample contained 137 items. The total number of borrowers identified in this way was 377 (243 adults and 134 juveniles). It must be remembered that junior high and high school students are recorded as adults.

As indicated earlier, success planning for future library and information services must incorporate information about where library users live in the area. Table 24 presents sample data regarding places of residence according to census district for people registered to use the BLA and for those people who actually used the BLA during the sample periods.

Table 24

Sample Subjects Who Used or Were Registered to Use BLA

	Registered		Borrowed Books		
Census District	No.	%	No.	%	
Lysander 114	35	15.9	53	14.1	+ 1.8
Lysander 115	19	8.7	36	9.5	- .8
Lysander 116	58	26.5	86	22.8	- 3.7
Van Buren 117	24	11.0	55	14.6	+ 3.6
Van Buren 118	42	19.2	78	20.7	+ 1.5
Van Buren 119	23	10.5	50	13.3	+ 2.8
Outside District	18	8.2	19	5.0	- 3.2
TOTAL	219	100.0	377	100.0	

Table 24 shows that 51.1% of the sample of registered people live in the Town of Lysander and 40.7% live in the Town of Van Buren. The remaining 8.2% live in other parts of Onondaga County. Thus, the larger number of registered borrowers appears to live in Lysander. However, a smaller proportion (46.4%) of the sample of people who borrowed books were living in Lysander, while a slightly higher proportion (48.6%) of the users were living in Van Buren. An additional 5% of the users are from other parts of the county. Thus, it is reasonable to conclude that residents of the two towns use BLA about equally.

Figure 2 presents these data on a map of the area by census district.

An analysis of specific census districts suggests additional conclusions. Since it has been established that library users are among the better educated and higher income groups in our society, a comparison of these data with library use appeared reasonable.

The 1970 population of census tract 114 was 5380 or about 22.6% of the entire school district. The proportion of library usage identified with this tract was lower (near 15%) than might be expected. However, this is consistent with the fact that this tract has a population with a slightly lower median education level (12.1 grades completed) and second to lowest median income ($10,704) of the six census tracts.

The other Lysander census tract 115 lying outside the Village shows the least use of the library (about 9%) as well as the lowest proportion of the population (10.3%). However, it is noteworthy that these two proportions are fairly consistent. The population of this tract enjoys the second highest median income ($11,860) and median education of 12.2 grades.

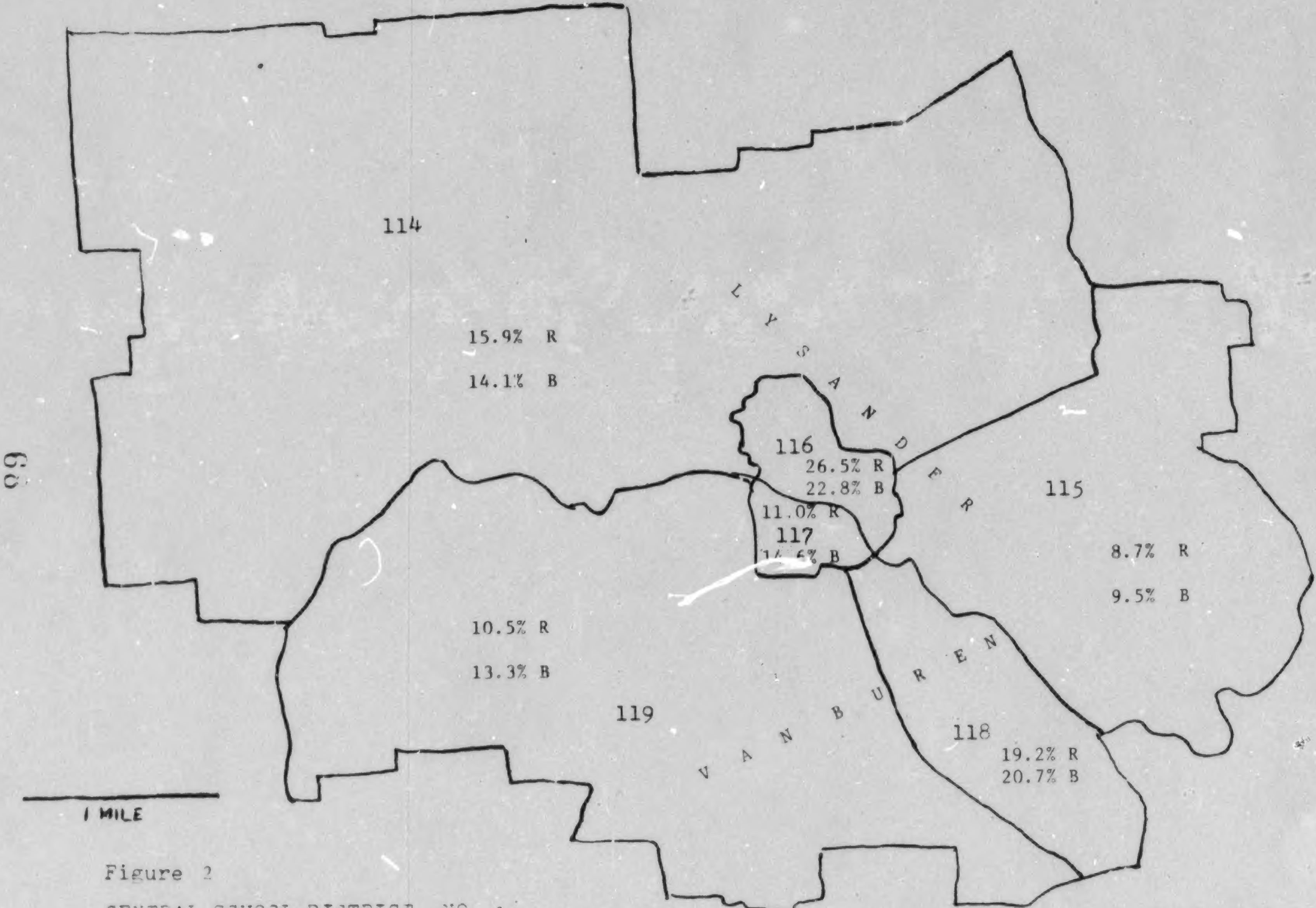

114
15.9% R
14.1% B
L Y S A N D E R
116
26.5% R
22.8% B
117
11.0% R
14.6% B
115
8.7% R
9.5% B
119
10.5% R
13.3% B
V A N B U R E N
118
19.2% R
20.7% B
1 MILE

Figure 2

CENTRAL SCHOOL DISTRICT NO. 1
Census Districts 114-119

R = Registered
B = Borrowed

The third tract, 116, on the Lysander side of the river in the Village of Baldwinsville had a population of 4,131 or 17.3% in 1970. The proportion of people using the library is somewhat higher than this figure (about 24%). However, considering the fact that (1) the library is located in this tract, (2) the junior and senior high schools are also located in this tract, (3) the median education level is highest in the district (12.4 grades completed), and (4) it has the second highest median income ($11,625), it is reasonable to expect the proportion of library use to be the highest of the six districts.

The Village census tract in Van Buren, 117, has a population of 2,355, or 9.9% of the total population. As with the north side of the Village, this tract accounts for a higher library usage (about 14%) than suggested by its population proportion. The income median is $11,210 and education median is 12.3. Although the library is relatively close in terms of distance, the river and the single village bridge are somewhat of a barrier to easy access.

Considering the Village as an entity with a population of 27.2% of the total in the two towns, the proportion of library usage was 37.4%. No doubt proximity is a significant factor in higher library usage. However, it is interesting to note that the user survey (Chapter V) indicates that most adults drive their cars to the library.

Van Buren census tract 118 lies in the southeast section of the Town encompassing the Village Green and Seneca Knolls developments. The proportion of the total population (5,371) represented by this tract is just short of the largest, 114, and is the largest, 22.5%, of any Van Buren tracts. Similarly, the proportion of library use is about 20%, a reasonable figure consistent with the median education, 12.2, and median income of $10,086.

The other Van Buren tract, 119, is large in land mass and less populated with 4,133 people in 1970, representing 17.5% of the total population of 23,827. Despite its highest median income, $12,309, and relatively high median education level of 12.3 grades completed, its proportion of library usage is lower (about 13%) than might be expected.* In some respects this is also consistent with national studies indicating that very high income groups do not use public libraries.

In general, while there appears to be some correlation between data regarding education, income and library use, these relationships appear to be no more significant than the variable of distance. Therefore, a further analysis of separated children's and adult registration and actual library use was conducted. Table 25 displays these data for adults as Table 26 does for children.

---

* 125 families or 12.4% have incomes of over $50,000 annually. An additional 70 families enjoy incomes of $25,000-50,000. Thus, 19.4% of the population in this district enjoy incomes considerably above most other residents of the two towns.

Table 25

Adult Registration and Use of BLA

Census District		Registered		Borrowed Books	
		No.	%	No.	%
Lysander	114	20	14.3	37	15.2
Lysander	115	10	7.1	26	10.7
Lysander	116	36	25.7	41	16.9
Van Buren	117	12	8.6	38	15.6
Van Buren	118	33	23.6	56	23.1
Van Buren	119	13	9.3	30	12.3
Outside District		16	11.4	15	6.2
TOTAL		140	100.0	243	100.0

Table 26

Children's Registration and Use of BLA

Census District		Registered		Borrowed Books	
		No.	%	No.	%
Lysander	114	15	19.0	16	11.9
Lysander	115	9	11.4	10	7.5
Lysander	116	22	27.8	45	33.6
Van Buren	117	12	15.2	17	12.7
Van Buren	118	9	11.4	22	16.4
Van Buren	119	10	12.7	20	14.9
Outside District		2	2.5	4	3.0
TOTAL		79	100.0	134	100.0

A comparison of data presented in Table 25 for adult use of the library with Table 24 (adult and children combined) and Table 26 (children's use) shows some interesting variations.

Census district 114 has more children registered to use than actually do use the library. The difference of over 7% would suggest that these children live too far away from the library without having parents accompany them. Since the total proportion of children using the library is less than that for adults, it may also be that school libraries satisfy more of their needs. This same pattern is characteristic of census district 115 on the east side of Lysander.

Data for census district 116, the north side of the Village, clearly show that children are independent of their parents in library use. For example, while this is the largest group (27.8%) registered to use the library, the proportion actually borrowing books is 33.6%, or 5.8% greater than those registered. Significantly, the opposite is true of adults. The proportion registered is 25.7%, but the proportion of users is only 16.9% or almost 9% less. Therefore, it is clear that the location of the library is a significant factor when considering children's usage.

This fact is also evident when data for the south side of the Village (117) are considered. Here the reverse is true. The proportion of adults using the library is greater than the proportion registered by 7.0%. The figure for children usage is smaller by 2.5%. However, the fact that adult usage (15.6%) and children usage (12.7%) are reasonably consistent would suggest that the Rte. 31 bridge from one side of the Village to the other is enough of a deterrent to inhibit children from walking to the library alone.

Other significant data shown in Tables 25 and 26 indicate that residents of the Seneca Knolls and Village Green area (118) are the second highest user group in the area. It is interesting to note that adult registration and use are almost identical. This would suggest a purposefulness in the minds of these residents regarding library use; that is, they register and use the library as an important community agency, especially since it is inaccessible by foot. The fact that the adults represent almost one quarter of all library users and their children considerably less, would indicate the value of the summer programs conducted at the McNamara and Reynolds elementary schools.

In general, it would appear that all six of the census districts of the two towns have a homogeneous population. The relatively small differences with respect to median years of school completed and median income levels are reflected also in library usage. It is likely that distance from the library is of some significance with respect to children's use of the library. Adults, on the other hand, do not seem to be seriously affected by distance. In fact, the adults living the farthest in district 118 are the highest users of the library.

Although the proportions are not significant, it should be noted that slightly less than 10% of the library users live outside the Baldwinsville school district.

Reference and Information Services

The Interim Standards for Small Public Libraries states:

> "The local community library should have materials which furnish the information most frequently requested on a wide range of topics, and should have personnel able to locate facts in the resources."[2]

In addition, the Standards go on to say:

> "Every library, no matter how small should be able to supply material of even the most specialized kind either by: a. using its own resources; b. borrowing from a neighboring library; c. borrowing from a large library or resource center; d. borrowing from its state agency; e. referring the borrower to the appropriate institution where he will have access to the materials he desires."[3]

Due to the physical limitation of the library building, there is no clearly defined and separated area for reference services. The collection is located in the area adjacent to the loan desk where staff members may assist people using these resources or have quick access for telephone inquiries. Needless to say, because of the limiations, space, staff, funds and resources, reference services are offered as requested but cannot be vigorously promoted.

The Small Libraries Project[4] of the American Library Association published a list of approximately 200 recommended reference sources for a small library. The recommended titles include general dictionaries, encyclopedias, handbooks and manuals, biographical sources, atlases and titles for specific subjects. The latest revision of this list was for 1966. A spot check revealed that the BLA had about 206 items designated as reference sources. About 15% of these are sources of information on local and state topics. Approximately 39, or 19-20% of the BLA collection, was listed in the ALA recommended list. It should also be noted that at least 5-10% of the collection contained titles that were published more recently than the last revision of this list.

Based on these observations, it is reasonable to conclude that the reference collection is less than half of what it should be for a community of the size of the BLA. Of course, at the present time there is no space for even one additional title; indeed the saturation point was reached some time ago. Recent additions have been placed on their sides and stacked on the reference shelves.

Despite space and resource limitations, the staff has done extremely well in providing information services from their own or other library collections. These information services include the use of reference services, but also frequently will result in a referral to another agency in the community or county.

To support this referral service, the staff maintains a telephone index of organizations, agencies and individuals who have aided people in pursuit of information. The senior staff also remains on call at home when a junior clerk or volunteer is on duty and confronted with a request requiring more experience in its resolution.

As suggested by the ALA Standards, a library should borrow from other libraries and state agencies. The Onondaga Library System, of which the BLA is a member, provides excellent interlibrary loan services without charge. Upon receipt of a request from the BLA, the staff of the OLS will attempt to locate a copy from one of the member libraries in the county. If a copy is unavailable at this level, the System staff will exercise a prerogative of its membership in the Central New York Library Resources Council. This organization is composed of public library systems (Onondaga and Mid-York Library Systems), academic and special libraries in Central New York. Membership in this organization, supported primarily by state funds, is intended to improve access to resources located within the area by all citizens of this area. Thus, if the Onondaga Library System cannot locate a BLA book request among its member libraries, it will forward the request to a bibliographic center at Hamilton College to have the resources of local academic and special libraries searched for this material. If the material cannot be found in any of the local libraries, New York State has devised a larger network called New York State Inter-Library Loan (NYSILL) network.

NYSILL is designed to satisfy a request for interlibrary loan materials, e.g., a BLA request, by systematically searching the collections of the larger research libraries in the state, e.g., New York Public Library, Columbia University, Cornell University, The State Library, etc. A request is forwarded to Albany (State Library NYSILL staff) and then to cooperating libraries. When located, the book or article is sent to the requesting library.

A vigorous attempt is made to satisfy requests for books not held by the BLA. In 1972, a total of 356 interlibrary loan requests were sent to the OLS for processing. This represents an average of almost seven requests per week or over one for every day the library is open. Of the 356 requests sent out, 328 were filled. This represents a success rate of over 92%.

The development and operation of these overlapping networks such as the OLS, Central New York Library Resources Council and NYSILL is the reason for the high success rate in satisfying BLA interlibrary loan requests. Therefore, with respect to ALA recommendations regarding use of area resources, the BLA must be accorded a very high rating.

Services to Groups

Many other public services are recommended for small public libraries.

Special services to adults include work with adult education classes, work with adult study groups, providing services to government and community leaders, planned reading programs for individual adults, and other forms of "outreach" services to individuals and groups of people whether in or outside the library. Some examples of these services are: placing small collections of books in laundromats, churches, agency waiting rooms, and community or youth centers; delivery services to handicapped; borrowing by mail; talking books; large print books and special services to institutions such as jails and nursing homes.

Needless to say, the BLA does not have an articulated program for any of these services. Until staff, facilities, funding and materials are acquired, it will be impossible for the BLA staff to provide any of these recommended services. It should be noted that in various ways the current staff does attempt to provide some of these services. Generally, these efforts are above and beyond regularly assigned workloads and are usually done as acts of generosity.

Special services to young adults include talks to groups of junior high and high school students; personalized reading programs for individuals; planned reading, listening and viewing programs on specific topics; conferences with school librarians and teachers to coordinate use of resources; organizing study or special interest groups to provide input on desired collections and services. Once again, the BLA staff, facilities, budget, library resources cannot support these specialized services to this group in any formal way. As with special services to adults, some of the above activities are being accomplished on an ad hoc basis. However, a planned program of services cannot be expected with existing limitations.

Special services to children suggest that the Small Libraries Project include meeting with elementary school librarians and teachers, special summer reading programs, story hours for pre-school and in-school children, visits to school classrooms, work with agencies serving children, visits by school classes to the library, film and record programs, and planned reading programs for individual children. At present, the BLA does a surprising number of the activities in this list. In addition to the comparatively strong book collection for children, there have been storytelling programs, summer reading programs, class visits, and cooperative arrangements with schools. For example, parent groups have supported summer programs at McNamara and Reynolds elementary schools in the southeast corner of Van Buren. Another special summer service is the book bus, an attempt to take materials to pre-arranged sites to enable children who ordinarily would not get to the library to have access to materials.

Volunteer efforts have included a service provided by individuals who have taken collections of material to their homes and operate a "library" for children in the neighborhood for a certain number of hours per week.

As with many other aspects of the BLA, it is clear that there are currently more services provided than the community has a right to expect from its annual investment. On the other hand, there is also a clear need and demand for more formalized, planned articulated program of services to children, young adults and adult groups in the community.

Displays, Reading Lists, etc.

Despite the limitations of space, etc., the BLA does attempt to maintain a series of timely displays of material relating to topics of current interest. These displays are located wherever there is a blank space beginning with the wall of the entrance corridor. Similarly, lists of materials, calendars of upcoming local events, brochures for activities, organizations and institutions are available for the taking at the library circulation desk. Although these "give-aways" are not numerous, they are the substance of a community information center which the library must become if it is to serve more of the diverse groups of the community. Therefore, given the resources, it would be reasonable for the staff to expand this service into a substantial information clearinghouse for the community.

Technical Services

Technical services encompass those activities in a library operation that are fundamental to its successful operation although rarely observed by the public. These are the activities associated with selecting, acquiring, cataloging and retrieving material located in various parts of the library. Because of the care and competency required to accomplish these activities in a viable and changing community agency, these functions are frequently the most expensive staff activities in the library. Indeed, of the 9.5 staff members recommended by the ALA Interim Standards for a community with a population of almost 25,000, up to 2-1/2 of these people would be assigned work areas within technical services. Possibly 50% of the time of one of the two professionals would be committed to acquisition and cataloging activities.

Fortunately the BLA is a member of the OLS. As with the previously described interlibrary loan service, membership in the System entitles the BLA to the centralized technical processing services of the System. These services include ordering, receiving, cataloging and processing books and other materials, plus the preparation of catalog cards for the library. Therefore, once the BLA selects an item, it is ordered, received and processed by the System. The BLA receives the cataloged book ready for the shelf and a set of cards ready for filing in the public catalog and shelflist file.

In addition to the dollar savings in personnel time and supplies, the BLA also saves substantially in the amount of space that is normally allocated for technical services in a library. Furthermore, other advantages of this gratis service provided by the OLS are: (1) discount purchasing is more likely with volume orders; (2) the time lag between ordering an item and processed book is much less than would be possible if the BLA staff had to add these activities to their existing workloads; (3) consistency of cataloging and processing among all libraries in the System improves the borrower's ability to use other libraries in the System with confidence and ease; (4) it enables the maintenance of a master file or union list showing which libraries have certain titles thereby facilitating referral and interlibrary loan services.

In conclusion, it is reasonable to estimate that the current BLA budget would have to be increased by 50% to accomplish the multiple services provided through its membership in the OLS. Future growth is another significant factor worth noting. As the BLA grows, its demand for more and increased services from the OLS will be satisfied as readily as present needs and at no direct cost to the BLA.

Summary

An analysis of the BLA's service hours suggests that it should be open an additional eighteen hours per week when resources are available. While the number of registered borrowers among elementary school children is higher than the national proportion (30%), the adult proportion is somewhat less (11%) than the national norm of 20-25%. Proportions of registered borrowers among men and women are consistent with national patterns with women predominating.

More citizens of Lysander were registered in the library than Van Buren but the largest number of actual library users live in Van Buren. Therefore, it is reasonable to conclude that as with general population, library use is fairly evenly distributed between citizens of the two towns. As might be expected, the largest user group came from the Village of Baldwinsville with the Village Green area second. An analysis of use suggests that proximity of the library is of paramount importance for children usage and less important for adults.

Reference services provided by the BLA are reasonable in terms of its limitations of inadequate resources, facilities, staff, etc. Interlibrary loan services are among the outstanding aspects of the public service area. Services to groups of adults and young adults are, as might be expected, clearly inadequate in terms of ALA recommendations. On the other hand, services to children, while inadequate, are considerable when compared to the resources available to accomplish these services.

Technical services provided by the OLS are among the best aspects of the operation of the BLA. This fundamentally important service will continue to effect significant savings in personnel, space, supplies and equipment as long as the OLS continues this service to member libraries.

[1] Berelson, Bernard, with the assistance of Lester Asheim. The Library's Public; A Report of the Public Library Inquiry, p. 10.

[2] Interim Standards for Small Public Libraries: Guidelines Toward Achieving the Goals of Public Library Service, p. 5.

[3] Ibid.

[4] Small Libraries Project. American Library Association. Suggested reference books for small or branch libraries. ALA, Rev. 1966. (Supplement A to Small Libraries Project Pamphlet #9).

CHAPTER

V. BALDWINSVILLE LIBRARY ASSOCIATION: USERS AND NON-USERS*

A survey was conducted at the Library to identify behavioral patterns among library users. The objectives of this survey were to:

1. determine if users were "typical" of other library users as identified by analogous studies;

2. identify characteristics and opinions of adult library users; and

3. determine patterns of use discernible among current adult users.

Thus, information obtained from the survey can be used as a basis for suggesting various alternatives for providing library service. Further, these findings may be useful during subsequent planning stages for the development of facilities and programs of services for the community.

Methodology

The method employed in the survey consisted of structured personal interviews conducted over a two-week period. A pre-test using fourteen students in the School of Library Science established the reliability of the questionnaire format. Specifically, the pre-test was used to answer the following questions: Were all interview questions answerable? Would the answers fall into distinct groups? What was the preferred order in asking the questions? Did the responses provide a profile of individual users? How much time did each interview take? What was the overall reaction to the questions? From the pre-test, questions were changed, rearranged, deleted and shortened; also, response categories were amended to aid the interviewer in recording responses consistently.

As mentioned above, the actual interview times were scheduled over a two-week period. Table 27 shows the dates, number of interviewees on each date, and number of hours the interviewer was at the library.

---

* This chapter is largely the work of Mr. Daniel O. O'Connor, a doctoral student in Information Transfer, School of Library Science, Syracuse University.

Table 27

Schedule of Library User Interviews

Date	Number of Interviewees	Hours Spent Interviewing
October 7, 1972	3	2 (afternoon)
October 9, 1972	10	2 (evening)
October 12, 1972	10	2 (evening)
October 13, 1972	5	2 (evening)
October 14, 1972	7	3 (afternoon)
October 21, 1972	11	3 (afternoon)
Total Interviews	46	Total Hours 14

The scope of this survey of users followed previous research studies mentioned in Chapter II. This survey of adult users (18 years of age and over) was conducted as people were leaving the library. The interviewers, Judith Baker and Daniel O'Connor, conducted all interviews on the porch outside the front door of the library and the length of each interview averaged about five minutes. Most adults consented to being interviewed. The exceptions were people who were noticeably in a hurry. Most users were pleased to participate in a survey; several commented that they would be "very happy" to answer questions. Surprisingly, few people questioned who or what organization was responsible for the interviews although several did ask what would come of it. Users experienced no difficulty in answering all of the questions and most responses fell into the categories identified during the pre-test. Although most of the findings of this survey are consistent with other studies, a caveat is in order regarding the reliability of these data as a basis for broad generalization. The objectives were to acquire data that would identify BLA users as typical of users studied elsewhere. Thus, the skew of the interview schedule was not considered a serious limitation. However, these data have limitations when used as more than indicators of general user population characteristics.

Analysis of Responses

Responses to the interview questionnaire are grouped into six categories of data: (1) demographic information, (2) geographic distribution, (3) attitude toward library, (4) library use, (5) interaction between user and staff, and (6) use of other libraries.

(1) Demographic information. This category includes occupation, marital status, sex, education and approximate age.

(a) Occupation. Table 28 lists occupation responses (represented by N columns) as well as a percent distribution of these responses for both males and famales.

Table 28

Characteristics of Users by Occupation and Sex (N = 46)

Occupation	Male n=13	%	Female n=33	%	Total N=46	%
Professional & Managerial	5	38	5	15	10	22
White Collar	3	23	3	9	6	13
Skilled & Semi-skilled	3	23	-	-	3	7
Unskilled	-	-	2	6	2	4
Unemployed	1	8	-	-	1	2
Student	1	8	-	-	1	2
Housewife	-	-	23	70	23	50
TOTAL	13	100	33	100	46	100

It is interesting to note that 23, or 70%, of the females interviewed occupationally classified themselves as housewives. This group represented 50% of all people interviewed. This proportion is consistent in all library user surveys* and the present survey is no exception. The second largest (22%) occupation category of library users have professional and managerial occupations. The proportion of 22% is consistent with other studies (Monat 25%, Bundy 17%, Evans 18%). The combined percentage of professional, managerial and white collar workers interviewed was 35%. This group represents about 23.3% of the total population in the two towns. The higher representation of this group among those interviewed is consistent with other studies and would support a conclusion that the data in this survey are representative of the total population. Therefore, it is possible to conclude that approximately a third of the adult users have library needs characteristic of these occupational groups.

An unexpected result was the data regarding student use of the library. Although this survey's scope included adults (18 years of age and over), it was expected that students would have a use rate between 10% and 20%. Monat surveyed sixteen year olds and over and his student user group reflected 28% of the total. Bundy received data on 12-year olds and over and found student use to be 47% of the total. The college population in Bundy's survey was calculated to be 12% of the total. Consequently, it came as a surprise that only one student was interviewed during the present survey. This could be due to a low college student population living in the area; it could also be attributed to the library's limitations in meeting their needs. However, it is probably due as much to the limitation of the study as any other factor.

---

* Evans found housewives comprised 30% of the total users in his study; Monat found it to be 33%; and Bundy found a mean average of 19% for six libraries.

(b) Marital Status. An overwhelming number of those interviewed were married; 42 (91%) out of a total of 46 were married. This came as a slight surprise because until recently other studies have found users to be about evenly split between married and unmarried. Berelson (1946) found a tendency toward higher use among single individuals; Monat (1967) found a slight trend toward more use by married people; while Evans (1967) found no significant relationship between library use and marital status.

(c) Sex. As expected, the majority of interviewees were female (33, or 72%). This finding is consistent with other surveys of public library use.

(d) Education. Most users interviewed had some college education and all were high school graduates. Table 29 lists the data regarding education levels.

Table 29

Educational Characteristics of Library Users (N = 46)

Education Level	N	%
High school diploma	19	41.3
One year of college	3	6.5
Two years of college	8	17.4
College degree	13	28.3
Master's degree	3	6.5
TOTAL	46	100.0

In Chapter II it can be seen that the college educated people in the towns of Lysander and Van Buren represent 21.3% of the total population. However, 34.8% of the library users surveyed were college educated. By including those with some college education, the contrast is even more revealing: 58.7% of the library users are at a college level, even though they represent only 21.3% of the general population. This phenomenon is consistent with public library users in communities elsewhere in the country.

(e) Approximate Age. The age distribution* of users interviewed is represented in Table 30.

Table 30

Approximate Age Distribution
(N = 46)

Age	N	%
18 - 30	9	20
31 - 40	18	39
41 - 50	11	24
51 - 60	8	17
TOTAL	46	100

Although no individuals interviewed appeared to be over 60, there were several users in this category who were unable to be interviewed and usually apologized for not having the time. The age distribution represented above is typical of other studies (Bundy, Evans, Monat).

(2) Geographic Patterns. The geographic analysis includes the following five categories: transportation, distance from home to library, travel time from home to library, whether users came directly to library or coupled this with another errand, and whether users were alone or with someone else.

(a) Transportation. Forty-four (N = 46) interviewees came to the library by means of a car. The fact that 96% of these people drove or rode to the library was unexpected. Because of the location of the library in the Village, it was expected that a variety of means would be used to "go to" the library, i.e., walking, bicycling, driving, etc. It was observed by the interviewers, however, that walking and bicycling were common only among children; adults - even those who lived within walking distance - normally drove their cars to the library. An analysis of this phenomenon shows that 33%, or 15, of the users live within one mile of the library. Of this group, 87%, or 13, drove to the library. Twenty percent of these individuals had other errands to perform which may have necessitated the use of a car. Nevertheless, the obvious conclusion is that the great majority of adult library users interviewed drive to the library. This clearly indicates the need for careful attention to parking facilities for any adult library facility.

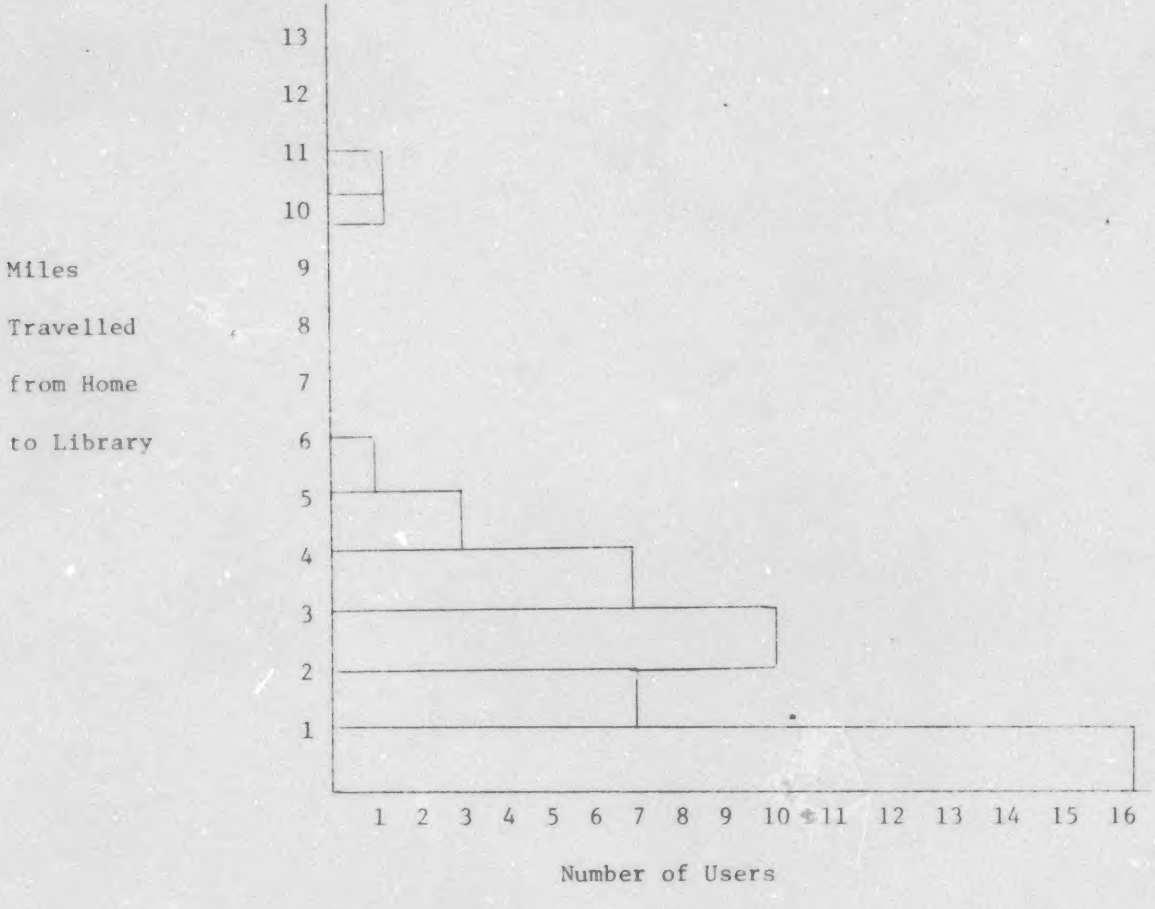
---

* These data are based on estimates of interviewer rather than a user response.

(b) Distance from home to library. The mean distance travelled from a user's home to the library was 2.75 miles. The actual distribution of distances travelled is shown in Table 31.

Table 31

Distance Travelled from Home to Library (N = 46)



It has been noted previously that users tend to live near the library. This phenomenon was found by Berelson, Bundy and (for the distances reported here), Monat. These data suggest that possibly 50% of the adult users of the library live within two miles. Furthermore, people living within four miles of the library may represent 86.9% of its users.

An analysis of library use and distance travelled by members of different occupation groups is depicted by Table 32.

Table 32

Distance Travelled from Home to Library by Occupational Group (N = 46)

	Miles Travelled			
Occupation	1	2	3	4 or more
Professional/Managerial	7	2	1	0
White Collar	2	2	2	0
Skilled/Semi-skilled	1	-	-	2
Unskilled	1	-	1	-
Student/Unemployed	1	-	1	-
Housewife	4	3	5	11

From table 32, it can be seen that, as a group, housewives appear to be willing and available to travel farthest to use the library. On the other hand, the professional, managerial and white collar workers did not travel more than three miles to use the library. Similar findings were obtained by Monat. This has many implications. It suggests that library use by the largest group, housewives, may not be contingent upon distance from home to library as it is for professional, managerial, and white collar workers. For this latter group, higher use appears to occur when the library is closer to their homes. In the Village, 78% of the college educated live on the north side of the river; thus, if this apparent correlation is valid and the library was located on the south side of the river, the use rate by the professional groups would fall drastically.

(c) Time required to travel from home to library. The median time required to travel from home to library is five minutes and this accounts for 56.5%, or 26, of the users. An additional 32.6%, or 15, were able to travel the distance in ten minutes and the last group 10.9%, or 5, required from 15-20 minutes to reach the library from home.

(d) Directness of travel route from home to library. The majority of individuals using the library travel directly from their homes to the library without stopping to attend to another errand. In fact, 80.4%, or 37, of the users made a trip solely to use the library; 19.6%, or 9, coupled their trip to the library with another task. Of these, eight individuals visited (or intended to visit) a store. The other individual (surprisingly a librarian from another library) came to the library directly from work. There were three individuals not included above who made stops for gas but they indicated that this was not an intentional part of their trip to the library.

It should be noted here that what was found was expected and it is typical of public library users. When libraries are located in or near business shopping areas, the frequency of users coupling library visits with other errands is much higher.

(e) Users accompanied by other individuals. Slightly more than half of the users interviewed (56.5%) came to the library accompanied by at least one other person. In all cases, these were members of their family. Six came with their spouses, and 21 came with their children. An implication evident here is that over 87% of the adults using the library at any one time will require parking space. In other words, if 100 adults were using the library at one time, 87 of them would require parking spaces.

(3) Users' views of the library. Various questions were interspersed throughout the interview to determine how the user felt about the library. The majority of them interviewed indicated a satisfaction with the library although most suggested changes to improve library service. This survey of users' opinions is divided into four parts: opinion on library location, degree of satisfaction with the library, changes desired in the library, and open-ended responses. An analysis of each of these sections follows.

(a) Opinion on library location. A majority of users interviewed are satisfied with the present location of the library. This conclusion is inferred from a response to the question: "Would you like to see the library located closer to your home?" Over 91% of the respondents, or 42, answered "No"; two users answered "Yes" and two were "Undecided". When responses to this question were given, users were then asked for an amplification of their answer. The two unsatisfied with the library's present location indicated a desire to have the library located within walking distance of their homes. The reasons given by those satisfied with the present location are listed in Table 23.

In addition, one user responded that "bookmobiles might help" provide him with better service.

Table 33

Responses to question: "Would you like to see the library located closer to your home?" After answering "No" (N=42), users were asked "Why not?" (n > 42 because several answers could be given).

	n	% of n	% of N
Convenient now	33	68.8	62.8
Centrally located now	13	27.0	24.7
Have car	2	4.2	3.8
TOTAL	48	100.0	91.3

(b) Degree of satisfaction with the library. As pre-stated, users expressed a high degree of satisfaction with the library. Table 34 lists the responses to the question, "In your opinion, how satisfied are you with the library?"

Table 34

Satisfaction with Library (N = 46)

	N	%
Very satisfied	16	34.8
Satisfied	21	45.6
Neutral	7	15.2
Dissatisfied	2	4.4
Very dissatisfied	-	-
TOTAL	46	100.0

Three individuals qualified their answers by adding that they were satisfied with the library given its present size. Although over 95% of the users were satisfied or neutral about the library, 74% added suggestions to improve the library and its services.

(c) Changes desired in the library. In response to the query, "Are there any changes you would like to see in this library?", twelve users (26%) answered "No"; 34 (73.9%) responded "Yes". For an affirmative response, an additional question, "What are those changes?" was asked. Table 35 presents a distribution of responses; note that users could list more than one change.

Table 35

Changes Desired in Library (n = 34; N = 46)

	n*	% of N	% of n
Better library facilities	20	43.5	32.2
More material (books)	18	39.1	28.9
Parking facilities	2	4.3	3.2
More money for library	3	6.5	4.8
More non-print media	1	2.2	1.6
More adult activities	1	2.2	1.6
More staff with better training	1	2.2	1.6
TOTAL	46	100.0	73.9

*n = 34 but the total number of responses was 46.

It should be noted that "better library facilities" included such things as a new building or renovation of the existing building. "More material" included newer books, more non-fiction, fiction and reference books. Finally, the user who commented on more adult activities indicated that it would be "nice" if the library sponsored more programs and provided meeting rooms for adult groups. In summary, it can be said that although users are satisfied, 74% of them would like to see changes in the library. Furthermore, these changes should be concentrated in two areas: better library facilities and more library material.

(d) Open-ended responses. Near the end of the interviews but prior to asking the individual for personal background information, users were asked, "Are there any additional comments you would like to make?" Fifteen users (32.6%) had additional comments. Table 36 is a listing of these responses.

Table 36

Comments About the Library (N = 46; n = 15)

	n	% of n	% of N
Helpful, friendly staff	5	33.3	10.9
Need new building	1	6.7	2.2
Library good for size of town	3	20.0	6.5
Good children's books	2	13.3	4.3
Young adult books could be better	1	6.7	2.2
More publicity would attract more users	2	13.3	4.3
Solvay has better & larger selections	1	6.7	2.2
TOTAL	15	100.0	32.6

While three types of additional comments can be considered positive, four others are negative. However, the most frequent comment from 33% of these users referred to the staff who they found both helpful and friendly.

(4) Library usage. The actual use made of the library resources and services was measured by identifying what the user did while at the library. The objective here was to determine, if possible, what makes the library attractive to its present users. Specifically, three topics were investigated: why people came to the library, what did they do on their previous visit, and how frequently did they visit the library.

(a) Why users came to the library. Users indicated a variety of reasons for coming to the library. The most common response was for pleasure reading material. However, this comment was frequently qualified by the statement that previously borrowed books were due that day. In many cases, there appeared to be a bi-weekly library visit. This interval corresponds to the duration of a loan period.* Most users observed carried a minimum of two books when entering and leaving the library. Table 37 shows the distribution of responses to the question, "Why did you decide to come to the library today?" Note that users often gave more than one reason.

---

* Bundy had almost identical findings, p. 63.

Table 37

Reasons for Coming to Library

	N=46	%* of (N=46)
Pleasure reading	19	41.3
Previously borrowed books were due	17	37.0
To borrow books for other members of family	12	26.1
To borrow books on a specific subject	10	21.7
To borrow specific books (by author/title)	5	10.9
To do research	2	4.4
To relax; pass time	2	4.4
To pick up a film	1	2.1
Responses	68	

*Individuals may have responded for more than one category. Thus, the % total more than 100.

Twenty-two of the respondents indicated more than one purpose for visiting the library. As might be expected, this group consisted primarily of housewives who were borrowing books for other members of the family and those individuals who were returning material borrowed previously. As was noted earlier, the majority of library users interviewed were housewives (72%). However, these data must be considered with some caution because of the phenomenon of borrowing material for other members of the family. This response was not probed further, but from other studies (Bundy, p. 63) we may infer that wives are borrowing material for husbands and children.

The most frequent response to the question regarding purpose for visiting the library was clearly for pleasure reading. These data may have more significance than is apparent in Table 37. Thus, at least 19 people or 41.3% of the total group interviewed had pleasure reading as an objective. This would suggest either of two alternatives: (a) this is all that is expected or desired of the library, or (b) experience had determined that the library cannot satisfy any other category of need. Table 40 displays data indicating that 17.4% of the respondents use other libraries for research purposes. This would suggest that alternative (b) may be a valid conclusion.

(b) Use of library on previous visit. Table 38 shows what borrowers did during their previous visit to the library.

Table 38

Use of Library on Previous Visit

	N=46	% of N
Same as today	31	67.3
Returned books	5	10.9
Research	3	6.5
Brought children	3	6.5
First time	3	6.5
Looked for non-fiction titles	2	4.3
Looked for fiction	1	2.2
Browsed	1	2.2
Pleasure reading	1	2.2

From these data, it can be seen that users normally follow a regular pattern during each visit to the library. What is interesting, however, is the numbers of first time visitors accounting for 6.5% of those interviewed. This would suggest that the library continually attracts a relatively high number of new users. However, no effort was made to determine how many new users were newcomers to the community.

(c) Frequency of library visits. Table 39 displays responses to the question, "When was the last time you used the library?" It was determined that the median interval for visits to the library was two weeks. This corresponded to responses noted earlier. An interesting conclusion suggested by the data in Table 39 is the fact that 30 people or 65.2% of the group use the library within two-week periods. When extended to a month, the total is 35, or 76.1%. This fact is consistent with the findings of Bundy, 79.9% (p. 44) and Monat (over 60%) (p. 86).

Table 39

Frequency of Use

	N=46	% of N
First use	3	6.5
Several days	4	8.7
Last week	10	21.7
Two weeks	16	34.8
Three weeks	2	4.4
Month	3	6.5
Two months-six months	6	13.0
Over one year	2	4.4
TOTAL	46	100.0

(5) Communication between user and library staff. The following sections examine the communication patterns that exist between library staff and users, and the user's awareness of the library's position as a community agency.

(a) Library staff/user communication. Responses to the question, "When was the last time you asked the librarian to help you find some information?" revealed a pattern indicating that those people who communicate with the library staff at all do so frequently. However, an equal number rarely, if ever, ask the staff for help in locating information. Given the limitations of staff time and expertise, as well as the problems of inadequate facilities, the number of people seeking help is larger than might be expected.

(b) Telephone use of library. Slightly over 52% of the interviewees indicated that they have never telephoned the library for information. Some added that they did not know they were permitted to do this. However, 4, or 8.7%, of this group indicated they frequently phoned the library to obtain information. The remaining 39% claimed it had been months or years since they phoned the library.

(c) Knowledge of the library's position as a community agency. Almost all users (91%) were aware generally of how the library is funded. The question asked was, "In your opinion, where do you think the library gets its money to buy books and pay its staff?" This question was probably biased due to the annual fund raising campaign being conducted during the interview period. Therefore, most respondents were aware that the library was not a tax supported agency. Nevertheless, 15% assumed that "local" taxes were used to support the library.

(6) Use of other libraries. Most respondents also use other libraries; in fact, 41 people, or 89%, were able to identify, by name, another library they have used. These libraries were: Syracuse Public: Main (52%), Branches (6.5%); Syracuse University (6.5%); Fulton (6.5%); and

2% used the public libraries at Oswego, Phoenix, Utica and Solvay. In addition, three individuals who recently moved to Baldwinsville named the libraries of their former home town.

(a) Frequency of use of other libraries. Approximately 39% of the group indicated their use of other libraries occurred within the past month. However, 58% admitted infrequent use of these libraries ranging from one to ten years ago.

(b) Purpose for using other libraries. Leisure reading and research accounted for 57% of the use of other libraries. Table 40 presents a categorical display of these patterns.

Table 40

Other library use (n = 28)

	n	% of n	% of N=46
Leisure reading	8	28.6	17.4
Research	8	28.6	17.4
More books on a subject	5	17.8	10.9
Went with children	3	10.7	6.5
Study	2	7.1	4.3
New books	1	3.6	2.2
Journals	1	3.6	2.2
TOTAL	28	100.0	

As was noted earlier, 17.4% of this group used other libraries for research purposes. An equal number used these libraries for leisure reading. Perhaps the most significant aspect of these data is the total number of people using other libraries (28, or 60.9%). This is strong evidence to suggest that library service to the community must be planned in relation to other agencies in the county.

Conclusions and Implications

The results of the survey of library users achieved the following objectives:

(1) BLA users appear to be "typical" of public library users described in previous studies of other parts of the country.

(2) Demographic and geographic characteristics of BLA users were identified.

(3) Discernible patterns of use were evident from the survey of how adults use the library, their views on the library, and their interaction with the library staff.

User behavioral patterns were categorized by fairly distinct homogenous sub-groups. Demographic data indicate that occupation is associated with library use; housewives comprised 50% of the users surveyed and professionals, managers and white collar workers represent an additional 35% of the total user population interviewed. In addition, this group represents 69.6% of those employed.

In both cases, the representation is substantially higher than other occupational groups. Marital status data suggest that 91% of the BLA users are married. However, limitations inherent in the methodology suggest possible weaknesses related to these findings. Educational data show library users to be among the most highly educated people of the community with 58.7% possessing some college education.

In general, while BLA library users are not representative of the general population of the community, they are similar to users reported in analogous surveys. The following characteristics are descriptive of typical BLA users:

(a) more likely to be women;
(b) college educated;
(c) if employed, serve in professional, managerial, or white collar positions;
(d) if not employed, are housewives;
(e) drive to the library;
(f) live near the library;
(g) not likely to combine library visit with other errands;
(h) go to the library with a member of immediate family, usually a child;
(i) borrow books for other members of the family;
(j) satisfied with the present location of the library in relation to home;
(k) generally satisfied with the library but would like to see changes made to include better facilities and more material;
(l) use other libraries infrequently but do use them for research or to obtain more leisure reading material or more information on a specific subject.

Patterns of library use indicate borrowers:

(a) utilize the library primarily for leisure reading;
(b) go to the library at two-week intervals, corresponding to one circulation period;
(c) generally use the library for the same purpose on each visit;
(d) either consistently, or never, seek assistance;
(e) rarely telephone the library.

Discrepancies between this and other studies are as follows:

(a) college student use should be greater than the 4% indicated;

(b) library use by unmarried individuals should be of a higher proportion;

(c) use of reference resources and services was not indicated as a significant pattern of use as suggested by other studies.

In summary, it is obvious that the public use of the BLA is primarily for leisure reading. While this is true of public library use generally, it is also true that there would be greater use of other services if available - particularly reference and information services. Users also show a high use of other libraries to satisfy information needs not met at the BLA; primarily, these needs include more leisure reading and research materials which correlates with changes users would like to see in the library. Consequently, these information needs must now be met by reliance on other libraries. Therefore, it is evident that long-range library planning must be coordinated with other agencies in the county. Finally, the implications of the data suggest that there are other groups of potential users who have information needs which current BLA services are unable to satisfy.

CHAPTER

VI. A PHASED PLAN FOR THE DEVELOPMENT OF LIBRARY SERVICE

Previous chapters have presented data collected and analyzed with respect to the towns of Lysander and Van Buren. These studies have focused on the characteristics of this community with reference to the BLA, its resources, services and users. The purpose of this chapter is to employ the information gathered, conclusions drawn and recommendations suggested to devise a plan for the development of public library services for the community including the LNC. Therefore, the scope of this chapter is as follows:

(a) an articulation of basic assumptions;
(b) recommendations regarding the scope of the library service area;
(c) recommendations regarding the organization of the BLA;
(d) recommendations for immediate and near future action; and
(e) recommendations for long-term goals and objectives.

Assumptions

Certain assumptions must be identified and articulated to provide a common base of understanding for subsequent recommendations:

(a) Residents of the towns of Lysander and Van Buren want a public library that will provide services to all the citizens of these communities.

(b) Residents of these towns are able and willing to support a public library at a level consistent with comparable communities in the state.

(c) Adequate levels of library service can be achieved over the next ten years through a planned program of action. Adequate levels are those articulated by the ALA Interim Standards with appropriate adjustments for inflationary costs.

(d) No individual should be required to provide support for the public library more than once during a fiscal period. Thus, his contribution, whether by donation or taxes, will be collected once.

(e) Residents of these towns should not be required to support duplicate library services in schools and public libraries without a demonstrable justification for duplication.

The Baldwinsville Central School District: The Recommended Library Service Area

The area encompassed by the boundaries of the Baldwinsville school district is a viable jurisdiction for the development of public library service. This area encompassing the towns of Lysander and Van Buren and a small portion of Clay, with its geographical, social, commercial and cultural focal point in the Village of Baldwinsville, is large enough in current and projected population to justify and require the services of a public library. Furthermore, this area is capable of supporting public library services without adding a prohibitive tax burden on current and projected populations.

The alternatives of having separate libraries for each of the towns, the Village, and the LNC is not recommended. Although each of the towns will grow independently in population, neither is likely to achieve a clearly defined sense of community comparable to the existing focal point of the Village. Similarly, while the LNC will be significantly independent in many ways, the projected population base cannot economically provide adequate library and information services to its residents. Moreover, while the recommendation is that a single library system should be developed to serve the entire school district, this does not deny the possibility, nor indeed, the desirability of having service points, branches or stations at various locations throughout the district.

There are at least two other factors which support the recommendation for the library service area being defined as the school district boundaries. First, the traditional area served by the library since the beginning has been the area encompassed by the school district. Secondly, as a tax district organized for the purposes of providing educational services, this area has demonstrated its viability as a community in terms of educational, cultural, social, commercial and religious associations. In doing so, it has focused attention on the common needs and objectives of the two towns and minimized its real or potential points of friction and competition.

The BLA: Recommendation for Reorganization and Administration

Earlier in this study, an analysis of library financial records revealed the fact that the BLA has never enjoyed sufficient financial support to begin to achieve its objectives. During the quarter century of its existence its single most important source of support was the annual fund drive conducted by a dedicated few in the community. As with the present fiscal year, income has rarely approached the projected expenditures carefully calculated by the staff and Board. Despite the fact that the citizens of Baldwinsville were taxed three times and other taxpayers in the towns of Lysander and Van Buren were taxed twice, the total investment in library services for 1972 amounted to a per capita expenditure of $ .77

which is less than 17% of the minimum $4.71 recommended by the ALA.

The present BLA organized and chartered by the state as a non-profit educational corporation has enjoyed many advantages because of its independent non-governmental status. While it has been free of political pressure groups and the potential bureaucracy associated with municipal government, it has enjoyed the general support of the officials of the Village, towns and school district. In this role, the BLA has survived but not thrived. Although its intentions and objectives have been that of a community service agency, the library has not had the financial base to support these goals.

Therefore, it is recommended that the BLA undertake a drastic revision of its basic mandate in order to achieve a solid and continuing source of financial support. This means the selection of one of several options. These will be presented in order of desirability; that is, in the opinion of the consultant, the first alternative is the least desirable and the last is the most acceptable.

(a) The BLA should become a town library for one of the towns and establish a contractual relationship with the other town to provide library service. Thus, the library of Lysander could be chartered as a Town of Lysander Public Library with the responsibility to serve the population of this town. In addition, the town and library officials could establish a contractual arrangement with the Town of Van Buren to provide services to the residents of that town. Services could be charged at a per capita rate or some other basis for calculation.

This alternative is not much better than the present arrangement. It is unlikely that the officials of either town would welcome such an arrangement. Difficulties in persuading residents of either town that services were being provided equitably would be ever present. Cooperative arrangements with school district officials and authorities in the New Community would be more difficult than present. The main advantage over the present arrangement would be the public commitment of support for library services from public funds by the municipal officials and taxpayers.

(b) The library should become a municipal library of the Village of Baldwinsville.

This alternative is viewed as little better than the first one. The advantage over the present arrangement would be the official commitment to support library services. A possible advantage over the preceding alternative is the fact that possibly the Village could establish contractual relations more easily with both towns for the provision of services to residents outside the Village. As a neutral third party this would probably be more desirable than the first alternative. A disadvantage of this arrangement is the possibility that the residents of the Village would be taxed twice for the support of library services, once from the

Village and once from the town. A second disadvantage is similar to that of the first alternative; that is, at least half of the people providing support for the library (residents of the towns outside the Village) would have no direct control over the administration of that agency.

(c) The BLA should remain an *independent library association* with contractual arrangements with the two towns. The difference from the present operation is that the provision of library services to the residents of the towns would be established by contractual arrangement with the officials of the towns thereby eliminating the Village and school district. Payments could be based on per capita assessments, annual budget presentations and negotiations, or a number of alternative arrangements.

The disadvantages of this alternative are similar to those of the present structure. There is no legal commitment to the support of library services from public funds. The library board would be faced with the problem of persuading two boards of the validity of their budget plans. In addition, there would be the constant pressure to provide visible manifestations of the equity of services in each of the towns.

Advantages evident with this alternative are similar to those of the present operation; that is, freedom of action and the ability to negotiate for facilities, services, etc. without the restrictions associated with the laws governing the operations of municipal governments. The reverse of this coin is evident in the loss of advantages that are associated with municipal agencies. Also, this alternative would be less satisfactory in developing cooperative arrangements with the school system. For example, the library would be free to enter into a variety of agreements and commitments with the school system as long as it was on the giving side of the scale. Because of the laws governing the operation of the school system, it would be difficult to legally share personnel or facilities with a private corporation. Therefore, while this alternative is favored over the first two presented here, it is not considered an acceptable solution to the problem of establishing a solid financial base from which the provision of adequate library service can evolve.

(d) The BLA should become a *joint municipal library* of the towns of Lysander and Van Buren.

This recommendation is possible under the present *New York State Education Law*: ". . .by vote of its town board any town, or any combination of such bodies, may individually or jointly authorize the establishment of a public library with or without branches,. . ."[1]

This arrangement is more desirable than the previous recommendations because of its secure financial base. Nevertheless, the necessity of having to satisfy the interests and concerns of the two town boards would mitigate the effectiveness of this arrangement over (c) above. Furthermore, possible barriers to cooperation with the school personnel appear in abundance under this arrangement. Therefore, there would be a probability of resources and services being duplicated in the school system which would make this alternative unnecessarily costly to maintain.

(e) The BLA should reorganize as a School District Public Library under the overall jurisdiction of the Board of Education. This recommendation appears to be desirable from almost every point of view.

As indicated earlier, the area encompassed by the Central School District has a population and financial base adequate to support the public library needs of its residents. This area has clearly identified itself as a community with common interests transcending the boundaries of the separate political jurisdictions of the towns and Village. The potential for cooperative use of facilities, resources, and possibly personnel, is considerably enhanced by the establishment of the public library as an agency of the school district.

The New York State Education Law specifies the procedures for the establishment of school district libraries:

> "§ 255. Establishment of a Public Library. 1. By a majority vote at any election, or at any meeting of the electors duly held, any county, village, town, school district or other body authorized to levy and collect taxes; . . .may individually or jointly authorize the establishment of a public library with or without branches, and may appropriate money raised by tax or otherwise to equip and maintain such library or libraries or to provide a building or rooms for its or their use. . . Whenever the electors of a school district at a district meeting duly held shall have authorized the establishment of a public library under the provisions of this section, at such a meeting or at any subsequent meeting duly held, they may determine by a majority of the voters present and voting on the proposition to levy a tax to be collected in installments for the purchase or condemnation of a site and the erection of a library building. . . ."[2]

Thus, the School Board has the authority to create a public library and collect taxes for the construction and maintenance of a facility for its operation.

The procedure for establishment of an operating budget for a public library under the jurisdiction of a school board is prescribed in Section 259. "Library Taxes" of the New York State Education Law:

> ". . .In the case of a school district the appropriation for library purposes shall be submitted to the voters of the district in a separate resolution and shall not be submitted as a part of the appropriation of the necessary funds to meet the expenditures of a school district. . . ."[3]

Selection of trustees is prescribed in Section 280[4]:

> ". . .in school districts they shall be elected by the legal voters in the same manner as trustees are elected in the school district which established said library;. . ."

Although the public library trustees are responsible to the school district trustees the Education Law specifies that the library board may require the school board to call special meetings for library purposes.[5] In addition, the library board ". . .shall have the power to determine the necessity for the construction of library facilities,. . . ."[6]

One of the more compelling justifications for the establishment of a school district public library is the potential for cooperative arrangements between the school and public libraries. These arrangements may be exploited in the three main areas of library operation: facilities, resources, and personnel. A fourth area is related to the processing of materials. In this instance, the school libraries may be able to develop contractual agreements with the OLS for the processing of school media center acquisitions.

Cooperative arrangements regarding facilities are currently operating informally; that is, during the summer months the libraries of McNamara and Reynolds elementary schools have been available to children for limited periods each week. This type of cooperative undertaking can be expanded and extended to include other schools and other times, e.g., evenings and weekends.

Similarly, as these elementary school libraries are opened for out-of-school uses, small collections of adult materials can be available for use by parents bringing children to the library. Since the area's best non-fiction collection of materials is located in the high school library, it may be possible to arrange for adult access to these materials, particularly during the summer months. The same is true for the extensive non-book resources of all the school district libraries.

Joint utilization of personnel would develop slowly as other arrangements are implemented. Initially, a library/media center coordinator or supervisor should be appointed and operate from the Central School administrative offices. The jurisdiction of this office should include the public library. This would insure the development of strong communication patterns between the public library and school media personnel.

Finally, it must be noted that the recommendations of the Report of the Commissioner of Education's Committee on Library Development (1970) point toward the goal of the elementary school media center assuming the responsibility and ". . .developing the capacity to meet all the library needs of all children except those in health, welfare and correctional institutions." The age group included in the term "children" is identified as pre-school through grade six.[7]

The important implications of this Committee's recommendations is the possibility of the complete phase-out of public library services to children. Therefore, the creation of a school district public library should minimize the problems of adjustment to this new allocation of library service responsibilities. However, it is important to remember the Committee's main objective in this recommendation: to avoid unnecessary duplication and make more efficient use of public funds. Their reasoning is as follows: "If children can be served equally well by one library program rather than two, it stands to reason that the present necessity for duplicating many items of staff, materials, and building will be eliminated."[8] The author agrees with this statement as long as the word "if" is maintained in the phrase.

Recommendations for Immediate and Near Future Action

When a person or organization wishes to undergo change, growth and improvement, the initial actions are usually the most important because they form the base upon which subsequent action takes shape and direction. Therefore, the first moves to be undertaken by the BLA involve basic decisions regarding long-term goals and the choice of alternative actions to achieve these goals. This means that the BLA Board must decide whether the BLA:

(1) will remain as is with present organizational, administrative, operational and financial structure; or

(2) will establish a goal or level of service that it wishes to achieve by a certain date.

Once a goal is established, the organizational aspects must be adjusted to achieve the goal. This means the library must be placed on a firm financial base. Therefore, the first task is to begin (or continue) negotiations with school officials to recharter the BLA to a school district public library. These negotiations should include discussions of long-range goals including existing resources to achieve these goals. A timetable for the conversion should be as close to the 1974-5 budget year as possible.

The current most serious problem confronting the library at the present time (aside from finances) is the lack of space. It is recommended that two steps be undertaken immediately to alleviate this problem. (1) Begin a vigorous program of weeding the collection. The findings of Chapter III (Table 18) show that approximately 26% of the collection could be weeded without significantly affecting service. This program of weeding may relieve the immediate congestion on the shelves but not the long-term problem of space. (2) The Board should investigate available options for interim quarters for the library. Ideally, these interim quarters should contain a minimum of 4,000-6,000 square feet, or approximately half of what is recommended for a population of 25,000 people. The interim quarters should be capable of accommodating the library for a period of approximately five years. It is assumed that about five years will be required for the financing, planning and construction of a new central library building. This period will also allow time for the initiation and development of cooperative arrangements with the schools. Furthermore, the projected population increases will have provided more information about possible desirable future sites for a new building.

The first budget presented for referendum to the voters of the school district should be based on the projected costs of operating the library in the larger interim quarters. This budget should provide for a considerably expanded materials budget, up to half of the amount recommended by the ALA. This would amount to about $10,000 without adding a percentage for inflation. By beginning with this recommended budget and systematic annual increases, the collection should number 100,000 volumes by about 1982. This figure is the recommended two volumes per capita for a projected population of 50,000 people.

As might be expected, the move to larger quarters will require an immediate increase in staff. Ideally, two new full-time staff members should be added. One of these should be a professionally trained librarian. The presence of two more full-time staff members would make it possible to extend the hours of service and provide the necessary training and experience to develop and carry through the long-range plans. The professional librarian would also initiate contacts, identify and develop areas of cooperation and coordination with the schools. The additional sum needed for the personnel budget for two full-time people would be about $18,500 including fringe benefits.*

Needless to say, the rental and maintenance cost associated with a building several times larger than existing quarters will require a considerable increase in that category of the budget. An estimate of $6,000 is suggested as a possible annual allocation for this category. Assuming these general estimates are reasonably valid, it is suggested that the first budget presented for referendum to the school district voters would total approximately $50,000 not including funds for capital construction.

This budget would amount to less than half of the $112,241 recommended expenditure for a community of about 25,000. Inasmuch as the projected population of the area will be over 37,500 by 1975, the succeeding library budgets will have to be increased in two ways: first to bring the levels of service up to the minimum standards recommended in this report, and second to accommodate the needs of an expanding population projected at 50,000 people by 1980.

Another step to be taken immediately is the formalized arrangement for providing after-school and weekend services from the elementary school libraries of Reynolds and McNamara. As was noted in Chapter V, the Seneca Knolls-Village Green area contains the largest group of active adult borrowers and the second largest group of active children borrowers. Therefore, an early attempt to bring library services closer to this area appears to be eminently justified.

---

*These figures do not account for future inflationary costs.

Recommendations for Long-term Goals and Objectives: Facilities

As indicated earlier, the most urgent problem confronting the BLA is the need for larger quarters. Therefore, it was recommended that this problem be alleviated immediately by moving the library to interim quarters. The most important consideration for these quarters should be immediate availability with adequate parking and space enough to accommodate the expanding library program during the next five years. The location of these quarters should not be a primary concern as long as they are within the vicinity of the Village.

Once these quarters are occupied, attention must be directed toward the long-term needs of the library. The recommended library space requirements for the current population totals are 11,250 square feet. These are allocated as follows:

5,000 sq. ft. - material storage - 50,000 volumes (2 vols. per capita)
3,000 sq. ft. - reader space - 100 seats
1,450 sq. ft. - staff work space - 10 people
1,800 sq. ft. - circulation area, meeting rooms, toilets, heating
11,250 sq. ft. - total space required for a population of 25,000[9]

By 1980, a population of 50,000 people will require more space as indicated below:

10,000 sq. ft. - book storage - 100,000 volumes (2 vols. per capita)
4,500 sq. ft. - reader space - 150 seats
2,550 sq. ft. - staff space - 20 people
5,250 sq. ft. - toilets, heating, meeting rooms, circulation area, etc.
22,300 sq. ft. - total library space required.

Therefore, it seems reasonable to begin planning for the procurement of space adequate to meet the needs of the larger population. However, it is also reasonable to assume that this space need not be located under one roof. In fact, the evidence gathered in this study suggests that the public library should eventually provide services from sites located in three and possibly four places within the school district.

The first facility to be constructed should be located within the Village of Baldwinsville. Whether it should be on the north or south side of the river is not addressed here. However, data presented in this study indicate that the north side is most appropriate at this time. If it is located on the north side, immediate consideration should be given to the possibility of opening the media center in Van Buren elementary school for non-school use. Locating this central library on the south side may appear more reasonable as the overall population increases and a branch facility is created in the community center of the LNC. Another branch must be developed eventually for the residents of the Village Green-Seneca Knolls area.

It is suggested that the space in all of these facilities should total a minimum of 22,300 square feet. In addition, each facility should be designed to permit expansion in the future. Also, it must be noted that additional space in school media centers may be assigned to accommodate library services to children.

A further consideration worth mentioning at this time is the evolving concept of fairly recent origin concerning total community library services.[10] This concept as articulated suggests that the primary function of all libraries is to serve the needs of individual users. At present, most libraries are institution-oriented rather than people-oriented. Therefore, we have separate library facilities designed to support the objectives of particular agencies such as schools, academic institutions, industry and municipalities. This assumes that people are compartmentalized in the same way. However, there is reason to question the validity of this assumption. Consequently, it is suggested that existing libraries should be merged into one large community system serving all the needs of all of the people in a community, whether for recreation, education, business, research or information. Should this concept become dominant during the next decade (and the author believes it will), it will mean the unification in one coordinated information system of all public and school libraries as a minimum and eventually all public information and communication agencies within the community.

With this in mind, it is recommended that the first facility or central library be planned to contain approximately half of the total recommended space allocation. This will provide space to serve the existing population adequately if future population projections are not realized. If the projected growth is realized and continues, this central facility will adequately serve as a central headquarters for public library services. Ideally, this structure should be designed for an addition which will be essential to accommodate future population growth as well as the possible merger with other library and information agencies.

As indicated earlier, planning for this permanent facility should begin as soon as possible. Ideally, this facility should be located in proximity to the existing or projected high schools in the area. In this way, coordinated use of both facilities could be achieved for both adults and students. It would also make it possible for joint use of parking facilities, a significant item in new construction costs.

Construction costs for new library buildings in 1972 averaged $40.23 per square foot (p.s.f.) including construction ($28.20 p.s.f.), equipment and furnishings ($3.05 p.s.f.), other costs ($2.99 p.s.f.) and sites when purchased ($5.99 p.s.f.). This represented an increase of 16.8%[11] or $5.78 p.s.f. over 1971.

Using these figures, it is possible to estimate the construction costs of the proposed facility at $338,400 (12,000 x $28.20). Needless to say, this does not account for inflationary influences since 1972. Based on these same figures estimated costs for the site (if purchased), other miscellaneous costs, and equipment may amount to an additional $14[illegible],360, or a grand total of $482,760.

While it is not within the scope of this report to develop a funding procedure, it is worth noting that other communities have received financial assistance from outside sources. A recent source of supplementary support for many community library projects has been from revenue sharing funds. Libraries are listed among the community agencies recommended for assistance from revenue sharing funds both for current operating expenses and capital construction or improvement projects. A second source of federal funding is from Library Service and Construction Act monies allocated to communities by the State Division of Library Development. Consultants from this office are available and willing to assist communities with library plans whether LSCA funds are available or not. Finally, it must be noted that many private foundations regularly make grants to communities involved in projects to improve library services. Among the more prominent examples of a foundation known for its support of local library projects is the Gifford Foundation.

By 1978, it is expected that the LNC will have achieved a considerable proportion of its projected population of 18,000 people. While this report does not recommend the creation of an independent library system in the New Community, it does suggest that separate branch library facilities will be necessary to serve the needs of this population.

A joint facility designed in conjunction with the construction of a middle and senior high school would be the ideal alternative for the LNC. Since these school facilities may be delayed in construction beyond the time when a library agency is required, it is recommended that the space (6,000 square feet)[12] originally allocated to library services in the LNC community center be constructed as planned. As will be discussed later, this space should be primarily concerned with adult information needs and contain a modest circulating collection of popular materials. Most of the library needs of children can be satisfied by the resources and services of school media facilities.

A third branch facility should be planned for occupancy by about 1980. This facility containing about 3,000-6,000 square feet should be located in the Village Green-Seneca Knolls part of the district. The range of the recommended space allocation is deliberate because of an inability to predict adequately the projected population growth. If this facility is required to provide services to children, it must include the larger allocation. If it can be designed as an addition to an existing or projected school an area of approximately 3,000 square feet may be adequate. In any case, any facility must be designed for eventual expansion.

Recommendations for Long-term Goals and Objectives: Services

As the Baldwinsville library system evolves following its move to larger quarters and the addition of more staff, its primary concern must be the expansion of services. Needless to say, following the move to larger quarters, a year will be required to reorganize the library, extend hours of service, and begin the development of plans for a new building. A major expansion of services will be dependent on the addition of more staff. A personnel total of 20 should be reached by about 1983. This means the addition of one or two people a year for the next ten years. It is possible that as much as one-third of this projected staff will not be added until after the two branches are completed and in operation. It is also possible that some of this staff time can be acquired in cooperation with the school system. This will possibly reduce the need for a total staff of 20 full-time people. Although the OLS will continue to provide the staff and facilities necessary for processing of materials, a corresponding reduction in the projected staff total is not suggested. Possible savings in staff time can be employed in the development of new and innovative services appropriate to the needs of the community in the 1980's.

An adequate discussion of library services must focus on two aspects almost simultaneously: (1) the service activity, and (2) the location of this activity. Therefore, an attempt will be made to identify with brief descriptions the variety of "conventional" services offered by public libraries as well as those comparatively recent innovative services being developed by various libraries around the country.

First it is necessary to recapitulate the present uses of the BLA resources by its current borrowers. The library is presently being used as a source for recreational and popular reading by both adults and children. Although reference services are provided within the limits of space, staff and informational resources, there is no great demand for these services.

Therefore, in order to build on existing strengths it is recommended that the collection of resources be strengthened as soon as possible, especially in current non-fiction materials for adults. A large collection of fiction and non-fiction should be located in the central library. Because of its proximity, the LNC branch should maintain a smaller rotating collection of these materials while the Village Green-Seneca Knolls branch collections may be more or less permanent.

It is expected that children's resources will eventually be merged with school collections although small depository collections should be available for parental use. Therefore, little will be said about resources and services for children in this section.

Reference and information services should become an early target for expansion. Reference service as required by students and adults in search of information in support of scholarship or related activity should be developed in the central library as soon as space, staff and resources permit. This type of service should be concentrated in the central library and coordinated with the Syracuse Public Library's Reference Department in the Main Library. It should be noted that this service may be administered by the OLS if the recommendations in the Report of the Citizen's Advisory Committee to Study Libraries in Onondaga County are accepted and implemented.[13]

The Village Green-Seneca Knolls branch should not attempt to duplicate this reference service nor provide much more than a referral service to the central library. The LNC branch should also refrain from duplicating this service. In the LNC branch, immediate effort should be focused on the development of an information center. This center should begin by serving the information needs of the LNC residents and eventually expand to serve inhabitants in the entire district.

An information center may be distinguished from a conventional library by comparing the scope of each agency. A library attempts to develop a well rounded collection of materials containing a balanced representation of all fields of knowledge. Because of this goal, the primary orientation is on materials rather than people. Thus, more attention is focused on the selection, acquisition, organization and storage of material than on determining the specific needs of people. An information center, as recommended here, is somewhat different in scope. Its primary objective is to identify and satisfy the information needs of its public. Therefore, it collects information to satisfy specific needs rather than the development of a well rounded collection of resources. In fact, much of the information collected is not in book, magazine or similar format. Most likely this information is related to the day-to-day needs of the public from food prices to services of various governmental agencies. The information center provides referral services to users whenever necessary. This means identifying the right person, agency or resource that will satisfy the information needs of the inquirer and bringing the two together. Information issued by governmental, social, commercial cultural and educational agencies in a community are collected and organized. For example, a public library in Connecticut is collecting supermarket flyers and newspaper advertisements in order to inform consumers about availability of commodities and their prices.

Thus, while the central library in the Village will concentrate on the development of a reference resource collection capable of supporting an aggressive reference service, the branches should remain essentially referral agencies in this area. However, the LNC branch should be the place to develop an information service for the system. This service should begin by serving the needs of LNC residents. When this service has proven its value to the community, it should be extended to cover the entire school district.

Meeting rooms for groups should be available in each of the library facilities. This requirement is essential for the central library and nearly as much so for the branches. As mentioned in Chapter II, there are at least 130 of these groups whose interests range from local history to a discussion of Great Books. Other groups are interested in promoting particular activities such as science fairs, or hobby activities such as bird watching, or other interests such as the League of Women Voters and the Scouts.

Each of these rooms should have an audio-visual capacity for use of non-book resources from the library, schools or other community agencies or concerns. This A-V capacity should include a capability to control light and sound plus the availability of the proper equipment such as projectors for films, slides and filmstrips and players for audio resources such as tapes and records. Needless to say, each of the library facilities should have a copying capability. In addition, each library should have an AM/FM radio and color television located in areas accessible to individuals or groups.

The library may be a joint sponsor with particular groups and agencies to present a variety of cultural activities from art shows to poetry readings or little theater and concerts.

Another type of service to groups is that provided to particular age or interest groups such as young adults, senior citizens, minorities or others such as businessmen. These services should be planned and developed in the central library, with the branches serving as points of contact with the intended audience as much as possible. Thus, a special service to senior citizens may include direct delivery from either the central or branch libraries. Services for young adults may include special rotating collections in the branches. Service to institutionalized people will also fit this category.

Other conventional services include public relations, radio and television talks by the library staff, newspaper columns, talks to groups, school visits, participation in community organizations, reading guidance services, and, of course, continued interlibrary loan services.

Among the emerging activities appropriate for the public library is participation in cable television enterprises. It is critically important for the public library to be represented at discussions regarding the development of cable television in the community. At the very least, every public library of the future will control one channel for information services, but more likely several channels will be allocated for the purpose of providing special programs to the needs and interests of particular groups such as the aged. It has been stated that CATV ". . .will become the most important means for interconnecting libraries, as well as connecting users to libraries. All kinds of information can be transmitted, from facsimile of the printed page to microfilm, from pictures to drawings and from maps to voice communication. The possibility of two-way communication which is technically feasible now would allow almost an infinite number of applications."[14]

A rather recent trend toward reaching people outside the library is the development of a mail order service. This service begins with the mail distribution of a relatively inexpensive catalog of books. The listed books are summarized in short annotations and simple drawings. Self-addressed and postage paid post-cards are included for the borrower to return with his selections indicated. Once the card is received, the library mails the requested item postage paid. This service is provided for more popular materials frequently available in paperback. When the user is finished, he is provided a stamped and addressed envelope to use in returning the book. Because of the availability of special library postage rates, this service seems to be reasonably inexpensive but enables the library to serve large groups of potential non-users. It is recommended that this service be initiated on an experimental basis in the western rural portions of the towns of Lysander and Van Buren. Rather than have materials returned by mail, it is suggested that library book drops (similar to Goodwill boxes) be placed in a variety of shopping center parking lots in the district. The availability of these book drops would be an advantage to all library borrowers and would probably reduce the number of overdue books.

In addition to the mail order service, it is recommended that the LNC branch experiment with a direct delivery service to the homes of borrowers.

Considering the fact that the local milk company and newspaper publishers can afford to make home deliveries for a few pennies extra, it is conceivable that this service could be self-sustaining. Those users wishing this service would be required to pay a small service charge. This charge could be a flat annual fee or a per trip fixed fee. Once established, this operation could provide the basis for a subsidized delivery service to the handicapped, elderly or infirm.

A new service to be considered in the design of a new library facility is a drive-in window. This aspect of modern living has been introduced in at least one library in Ohio. As with other service agencies, there appears to be no reason why such a service could not be readily provided especially for current, popular reading material. This service would also be useful in facilitating the return and renewing of materials.

A glamorous project that could be undertaken by a group such as Friends of the Library or a service organization in the community would be the design, construction, and launching of a summer "River Book-boat" on the Seneca River. This could be a large pontoon boat, house boat, or barge. It could be designed as a mini-replica of an early Mississippi River boat. During the summer months, this craft would follow a well advertised schedule along the river from one end of the district to the other. It would be possible to fit out the top deck as a story-telling area and children could ride from one stop to another while browsing, listening to stories or enjoying the ride. The main deck would also contain resources of interest to adults including both book and non-book material. This recommendation is offered as a substitute for the development of a bookmobile service for outlying areas, especially during the summer months.

Possibly a project such as a river book-boat could receive outside funding, partly because of the innovative quality of the service. Because of the interconnecting waterways, it would also be possible to develop this service in connection with the OLS and/or the City of Syracuse.

Another service to be explored and developed is a government reference service for the officials of the towns, Village and school district. This service can be geared to the issues confronting these legislative bodies as expressed in the agendas for scheduled meetings. Subject profiles of individual officials can be developed based on expressed needs as well as official assignments, such as committees, etc. This service will attempt to provide appropriate information to these officials as it appears without waiting for a request.

As new technologies become more economical, it will be possible for the library to have a computer terminal tied to a larger system from which data banks may be exploited to serve the needs of local citizens. A particular advantage of this service will permit the rapid locating of a specific resource whether in the county or state. In this regard, it is essential that all library facilities are constructed with the power capabilities to operate this equipment as well as other likely future services such as cable television.

In order for the library system to be a more active community agency, it must embrace the role of information clearinghouse. To do so, files containing the names of local specialists and experts on particular topics will be maintained, thus enabling the library to assist people with common interests, problems or goals to come together for mutual benefit. Other services to be initiated or coordinated with the OLS in the future include services to the blind and independent study students involved in external degree programs, the lending of art works such as reproductions of paintings and sculpture.

Conclusion

The data collected and analyzed in the early chapters of this report present a comprehensive picture of the current status of the community and its public library. It is abundantly evident that the area within the boundaries of the central school district is experiencing a period of dynamic growth and development. New residents, new institutions, new businesses, new industries, and even new communities are becoming commonplace topics of discussion in this area. New patterns of behavior occur overnight with the opening of a new shopping center, highway or supermarket.

Despite this unprecedented rate of change, the area appears to have maintained a strong sense of community identity. The assimilation of change while preserving and strengthening community cultural and social patterns is a rare phenomenon in our increasingly complex society. There is ample evidence of the maintenance of this strong community homogeniety throughout the body of this Report. The number of organized groups (at least 130) and the diversity of their interests is a significant example of this evidence.

Another example or measure of this community identity is clearly demonstrated by the unexpectedly high usage of the public library. Nevertheless, data presented in several chapters of this Report lead to the inescapable conclusion that the library is seriously inadequate to satisfy the needs of the community. It has inadequate funding, facilities, collections, services and personnel.

An analysis of data regarding the population of the area indicates a similarity with suburban communities of comparable size with regard to occupations, income levels, educational attainments and patterns of business, social and cultural activity. Characteristics of library borrowers were also studied and compared with data from other parts of the country. Again, a number of similarities are evident. Thus the typical adult public library user in Baldwinsville enjoys an income above the community median; is educated at the high school level or beyond; if employed, the position will be in the professional, managerial or white collar category; and if a woman, she is likely to be a housewife who also borrows books for other members of her family. A noteworthy exception to this general pattern is the significantly lower proportion of library borrowers to the total population.

Not only are there proportionately fewer users than elsewhere, but the Baldwinsville borrower's library use is limited to recreational reading. This limitation is imposed by a lack of resources and services available in the library rather than a lack of need or interest in other materials. In fact, the evidence presented in this Report indicates a serious need for expanded public library facilities, resources and services for this community. Furthermore, there appears to be a corresponding willingness and capability to support a dynamic program of development.

[1] Excerpts from New York State Education Law, Rules of the Board of Regents and Regulations of the Commissioner of Education pertaining to Public and Free Association Libraries, Library Systems, Trustees, and Librarians. University of the State of New York, State Education Department, Division of Library Development, Albany, N.Y., July, 1970, p. 4.

[2] Ibid.

[3] Ibid. p. 6.

[4] Ibid. Section 280 "Trustees", p. 8.

[5] Ibid. Section 260, paragraph 9.

[6] Ibid. Section 260, paragraph 10.

[7] Report of the Commissioner of Education's Committee on Library Development. University of the State of New York, State Education Department, Albany, N.Y., 1970, p. 25.

[8] Ibid. p. 27.

[9] Interim Standards for Small Public Libraries: Guidelines Toward Achieving the Goals of Public Library Service, p. 15.

[10] Garrison, Guy, ed. Total community library service: Report. American Library Association, Chicago, 1973.

[11] Gavin, Hoyt and B. Asbury. "Public library building in 1972: a statistical report on 191 public library building projects completed in the U.S.A. during the year ending June 30, 1972." Library Journal, 97(21):3856-7. December 1, 1972.

[12] Lysander New Community Final Planning Report. New York State Urban Development Corporation, January, 1971, p. 77 (The figure of 12,000 sq. ft. has been amended to 6,000 sq. ft.).

[13] Library Services in Onondaga County. (mimeographed report). Citizen's Advisory Committee to Study Libraries in Onondaga County, June 19, 1973, p. 16.

[14] Kenney, Brigette and Frank N. Norwood. "CATV: Visual library service", American Libraries, 2(7):724, July-August, 1971.